Finding a Therapist

Getting Started

To get started with finding a therapist (which can take up to a few weeks), you should call Yale Mental Health & Counseling at 203-432-0290 between 8:30-5pm to schedule an intake. Intakes can happen over phone or video and take about 45 minutes. During the intake, it will be determined if it makes sense to offer you the option of either an in-house therapist (limited to academic year; once every other week or so) or one in the Magellan network (around the year; once a week).

For non-acute matters, you should expect to be scheduled for your initial intake interview with a therapist within a few days and a follow-up appointment within 2-3 weeks. Waits peak around the start of the terms and exams. MHC prioritizes more urgent cases based on the phone call and initial intake so do not minimize your distress.

Searching for a Magellan Provider

Go to Yale Health’s Behavioral Health page; on the right click on Magellan Health Services; find the Providers pull down menu (second from left) and click on Provider Search; choose Behavioral Health Program and enter zip code 06511 (for YLS) or another zip code and choose a distance; and click other filters (e.g. specialty, race, language etc.) then search.

If you have trouble finding a therapist with availability, you can call Magellan’s 800 number for them to identify providers with openings in their schedule. You may also contact wellness counselor Catherine Banson for assistance with this process. You can also contact Whitney Randall, clinical psychologist at MHC, (203) 432-0290, whitney.randall@yale.edu.

In the interim or to explore whether you want to find a therapist, you are welcome to reach out to Catherine Banson, our full-time wellness counselor at catherine.banson@yale.edu.

If you are uncomfortable waiting, please speak to wellness counselor Catherine Banson or Dean Cosgrove who are happy to contact MHC on your behalf.

If you are referred out to a therapist in the community through Magellan, MHC has to enter you into the Magellan system. Once that is complete (usually within a week of intake) you then call Magellan (800-327-9228) for an authorization code to give the Magellan therapist (including out of state). Magellan can recommend providers, or you are able to search for a Magellan therapist on your own.

If during the wait for an appointment, your situation begins to worsen, you have a few options:

1. Contact an on-call clinician 24 hours per day (daytime: 203-432-0290) and after hours through Acute Care (203-432-0123)
2. Contact your intake therapist to explain that you are in distress. That therapist can refer you for an earlier appointment.
3. Consider group therapy (including CBT for anxiety, grief/loss, DBT for coping skills, making peace with food, LGBTQ, WOC) which can generally be scheduled more quickly. See www.yalehealth.yale.edu/grouptherapy for more information. To sign up for a support group, you should call MHC at 203-432-0290 between 8:30-5pm for an intake and express your interest in a group.