

Supports and Resources for Faculty/Staff Mental Health

Campus Resources

Employee Assistance Office

- Provides free timely counseling and assistance for work-related or personal challenges for full UW-Madison faculty, staff, graduate student employees, their families and significant others. If you need additional support beyond the scope of the EAO, they can refer you to other resources in the community.
 - <https://hr.wisc.edu/employee-assistance-office/>
- Options for counseling are available with EAO counselors or via LifeMatters. LifeMatters offers 24/7 free phone access to counselors.
 - <https://hr.wisc.edu/employee-assistance-office/lifematters/>

Thrive@UW

- Free professional development courses on a variety of wellbeing topics and skills including managing stress, responding to change, building effective work relationships, and communication skills.
- <https://hr.wisc.edu/professional-development/programs/thrive-at-uw/>

Ombuds Office

- Provides a free, impartial, confidential space for guidance on workplace concerns and can connect employees to various campus resources and policies.
 - <https://ombuds.wisc.edu/>
- While the Ombuds Office does not provide mental health counseling, their services can be beneficial for common workplace concerns that impact employee mental health.

Insurance Specific Resources

Dean Health Plan by Medica

- In-Network Provider Listing
 - <https://www.deancare.com/Find-A-Doctor>
- Need help understanding or coordinating your mental health care or the care of a family member? Dean Health Plan by Medica's free Mental Health Case Management can support you.
 - <https://www.deancare.com/Wellness/Care-Management/Mental-health-and-substance-use>
- More information here: <https://www.deancare.com/Wellness/Mental-health>

Group Health Cooperative (GHC)

- In-Network Provider Listing
 - <https://providersearch.ghcscw.com/public/>

- In addition to mental health providers in the Madison area, GHC also covers access to Care OnDemand. Care OnDemand offers online 24/7/365 access to providers and therapists, including behavioral health.
 - https://www.ghccareondemand.com/careondemand/landing_home
- More information here: <https://ghcscw.com/health-care/specialty-care-and-ancillary-services/behavioral-health/no-prior-authorization>

Quartz Health Insurance

- In-Network Provider Listing
 - <https://quartzbenefits.com/find-a-doctor/network-listing/>
- Need help understanding or coordinating your mental health care or the care of a family member? Quartz's free Behavioral Health Case Management can support you.
 - <https://quartzbenefits.com/behavioral-health-case-management/>
- In addition to mental health providers in the Madison area, Quartz also covers access to AbleTo. AbleTo offers online counseling, coaching, or both, in addition to on-demand self-care information.
 - <https://member.ableto.com/quartz/>

Information and Tips for Using Insurance for Mental Health Resources

Obtaining a List of In-Network Providers:

- To utilize your insurance for mental health resources, call the customer service/member services number OR the number for mental health/behavioral health services on the back of your insurance card. You will be asked for your Member ID and/or Group ID or other identifying information.
- Tell the representative that you are looking for in-network outpatient behavioral health/mental health services. Be sure to clarify whether you are seeking counseling (talk therapy) or psychiatry (medication management). You may also want to ask about telehealth services if this is something you are interested in. Most insurance companies will give you a list of providers, either verbally or via email. Make sure to ask about the cost of services (such as copay, coinsurance, deductible, etc) to you or your family as well as proximity of services and if you need prior authorization from, for example, your primary care doctor.
- As an alternative, you may be able to use your insurance plan's website, located on the back of your card, to find in-network providers. Follow the prompts on your plan's site to locate a provider, which may require you to set up an online account.
- If you do not have insurance or do not wish to use insurance you can either pay out of pocket or search for providers with a sliding pay scale.

Choosing and Contacting and In-Network Provider:

- Finding a provider can feel daunting at times. Here are some recommendations for choosing and contacting a provider once you have identified options:
- Talk to your Primary Care Provider or others in the area and find out if they know of area providers and have recommendations.
- Review clinic and therapist bios if available on websites. The Psychology Today website also has a useful [“Find a Therapist”](#) feature which can provide an easy way for you to search for local therapists. It also allows you to filter for things such as insurance accepted, issues addressed, types of therapy.
- The relationship with your provider is the most important aspect of treatment and one of the biggest determinants of success. Tips for finding a therapist that is a good fit for you from the American Psychological Association are available [here](#). This document refers to psychologists, however the questions apply for therapists with Master’s Degrees as well.
- Many providers will offer brief phone consultations to allow you to get a sense of whether they might be a good fit for you. Feel free to ask if this is something that is available.