

How to Find an Off-campus Provider

It's not always easy to find a doctor, dentist, counselor/therapist, or psychiatrist. Here are some tips to help you navigate your health insurance in search of off-campus providers.

Use your health insurance card

Your card has lots of useful information on it. It will tell you what plan you have, what your copay or deductible is, and what types of provider visits are covered. If you are looking to find a mental health provider, you have two options:

1. Call the confidential Customer Service phone number, usually listed on the back of the card. Most insurances provide helpful and friendly customer service representatives on their phone lines. They can help you find the type of provider you are searching for.
*Please note: Some insurance plans have a separate number for Behavioral Health, which includes mental health providers.
2. Visit the website, usually listed somewhere on the card itself. Once you're on the main page, look for a "Find a provider" or "Find a doctor" option. From here you can search for a provider and filter searches by location, gender, languages spoken, accessibility, extended hours, and even specialty. *Please note: Some insurance websites have a separate option for a Behavioral Health provider search.

Search for a therapist in your area

If you have a hard time using your health insurance to find a provider, you can always search online for a provider in the area, and then just call and ask if they accept your insurance. You can also use the find a provider tool on the Psychology Today website.

Ask for a referral from Health Services or Counseling Center

Our staff can help connect you with providers in the area or walk you through using your health insurance card and/or website, even if you are not a client in our center!

Let us know if you need help finding an off-campus provider and we will support you.

Contact us
(413)565-1544

healthservices@baypath.edu

counseling@baypath.edu