

Mental Health

Please follow the steps below if your ARC primary care team has referred you to a psychiatrist, psychologist, social worker, psychiatric or mental health nurse, or licensed professional counselor.

STEP 1: CALL YOUR INSURANCE COMPANY

Contact the Member Services department for your insurance company at the number on the back of your insurance card or visit your insurance company's website for a list of in-network mental health providers.

STEP 2: KNOW WHAT YOU NEED

For a counselor/therapist, search for someone who has a PhD, LPC, or MSW in their credentials.

For a psychiatrist, look for a MD or DO in their credentials.

HAVING A HARD TIME?

If you have any challenges finding a mental health care provider or getting an appointment with one, follow the below recommendations:

- **For plans purchased through an employer**, please reach out to your employer's HR department to discuss options like the Employee Assistance Program (EAP) and in-network options.
- **For Medicaid clients**, please contact your social worker or your local Health and Human Services department.
- **For plans purchased through the Healthcare Exchange**, please contact your plan administrator.

PSYCHIATRIC HOSPITALS

Austin

- **Ascension Seton Shoal Creek:** 512-324-2000
- **Ascension Medical Group Seton Behavioral Health:** 512-324-3380
- **Austin Oaks Hospital:** 512-610-0847
- **Austin State Hospital:** 512-452-0381
- **Cross Creek Hospital:** 833-657-1021
- **Psychiatric Emergency Services:** 512-472-HELP (4357)

Georgetown

- **Georgetown Behavioral Health Psychiatric Hospital:** 512-819-1100

Round Rock

- **Rock Springs Psychiatric Hospital:** 512-819-9400

Call 911 or go to your nearest emergency room if you or someone you know is in immediate need of mental health services

COMMUNITY RESOURCES

Bluebonnet Trails Community Services (BTCS):

bbtrails.org/crisis-services

- 24-Hour Crisis Hotline: 800-841-1255
- For Appointments or Information: 844-309-6385

Ellie Mental Health: 651-313-8080

elliementalhealth.com

- Pflugerville, Austin, Bee Cave, TX locations

Hill Country MDD Centers:

hillcountry.org

- 24-Hour Crisis Hotline: 877-466-0660
- Serving 19 counties in the Greater Texas Hill Country region with 22 locations and 14 mental health clinics.

The Last Resort. Where Men Recover (TLR):

lastresortrecovery.com

- 24/7 Admission Hotline: 866-985-0036
- Smithville & Austin, TX locations

Travis County Integral Care:

integralcare.org

- 24/7 Crisis Helpline: 512-472-HELP (4357)

The most important thing you can do is call your insurance plan or your employer's HR department.

Mental Health Contacts

FOR EMERGENCIES CALL 9-1-1

**National Suicide Prevention Lifeline:
Call or text 988**

HOTLINES

Austin Travis County Integral Care Crisis Hotline
512-472-HELP (512-472-4357)

Bastrop County Family Crisis Center Hotline
512-303-7755

Hays County 24 Hour Crisis Hotline
1-877-466-0660

**Medicaid Mental Health and Substance Abuse
Information** (For CHIP, STAR, STAR+PLUS Members)
1-800-600-4441

National Domestic Violence Hotline
800-799-7233
Text 'START' to 88788

SAMHSA Disaster Distress Helpline
Call or text 1-800-985-5990

Texas Youth Helpline
1-800-98-YOUTH (1-800-989-6884)

The Trevor Project
1-866-4-U-TREVOR (1-866-488-7386)
Text 'START' to 678-678

Trans Lifeline
1-877-565-8860

Williamson County 24-hour Crisis hotline
1-800-841-1255

Williamson County Mobile Crisis Outreach Team
512-943-3545

ADDITIONAL RESOURCES

988 Suicide & Crisis Lifeline
988lifeline.org

Austin Psychiatric Clinic
austinpsychiatricclinic.com

Bluebonnet Trails
bbtrails.org

Ellie Mental Health
elliementalhealth.com

Family Eldercare In-home Counseling
familyeldercare.org

Hill Country MDD Centers
hillcountry.org

The Last Resort Recovery Center (TLR)
lastresortrecovery.com

Lonestar Circle of Care Behavioral Health
lonestarcares.org

Pregnancy and Postpartum Health Alliance website
pphatx.org

Travis County Integral Care
integralcare.org

- Austin Travis County Mobile Crisis Outreach Team
- Psychiatric Emergency Services (Austin/Travis)

Senior Adult Specialty Healthcare
senioradults.net

Summit Mental Health Clinic
summitmentalhealth.com

Televero Health *(Must be referred by your ARC primary care team)*
televerohealth.com

