



USG and CPS Mental Health FAQ

We hope that this message finds you safe and healthy wherever you are right now. Because of the toll that online classes, life on or off-campus, and uncertainty about this situation can take on mental health, the USG's Mental Health Task Force has worked with Dr. Calvin Chin, Director of Counseling and Psychological Services (CPS), to compile important information about resources that are available to you, included below in question-and-answer format. **We want to emphasize that CPS continues to offer counseling and many of its on-campus services remotely, and we encourage you to use these to support your psychological well-being.**

1. Can I still schedule an appointment with CPS?

Yes—CPS will continue to see any student for at least a consultation or care coordination, regardless of where they live, in meetings conducted through telehealth. You should **contact your counselor about continuing appointments virtually** or, if this is your first time with CPS, **schedule an initial consultation** (as described in question 2).

2. How do I schedule an initial consultation? What happens from there?

You can schedule an initial consultation **online through [myUHS](#)** or by calling the front desk at **(609) 258-3141**.

After scheduling the appointment, your counselor will reach out with a Zoom invite for a virtual appointment. If you are living in a state that does allow practice across state lines, you may continue with a therapist at CPS for virtual counseling. If you live in a state that does not allow across state line practice, the CPS counselor will work with you to identify local referrals where you can access counseling (see question 4 for more info).

3. Are same day urgent care appointments still available?

Yes—CPS continues to offer same day urgent care appointments. If you need to be seen the same day, you should call **(609) 258-3141** and ask to be scheduled for a same day urgent care appointment. The counselor will reach out to you with a Zoom invitation to initiate that appointment.

4. Can CPS counselors practice across state lines?

Ordinarily, therapists can't practice across state lines unless they are licensed in the state where the student resides. However, with COVID-19, many states are relaxing this requirement, and are allowing therapists to conduct telehealth across state lines or allowing therapists to apply for temporary licensure in their states. This varies by state. You may be able to continue seeing your counselor at Princeton remotely depending on your states' laws and your counselor's comfort level in practicing across state lines. **You should check with your counselor about whether you can continue virtually over telehealth.** For



information on each state’s policies, check this [website](#) (check the column titled “Emergency Licensure Waiver?”).

5. How can I get a referral to an off-campus counselor? Will my insurance cover these appointments?

If you are interested in a referral, you should contact CPS and schedule an initial consultation. They will work with you on the best ways to identify a referral.

Telehealth is covered at 100% for in and out-of-network providers and the deductible does not apply if you are on the Student Health Plan (SHP). Here are recent [updates](#) to Student Health Plan (SHP) regarding referrals, coverage for COVID-19-related care, and coverage for telehealth visits.

If you need financial assistance for appointments, the University Health Services Special Needs Fund (contact afeury@) and the Vice President of Campus Life’s Emergency Fund (contact rochelle.calhoun@ and cc: vbyrd@) can help cover costs.

6. I don’t have a private space at home. Are there other options that ensure that interactions with my counselor are confidential?

CPS does not offer chat or text therapy, but some outside therapists do. **If you would like a referral to someone who does text therapy, CPS can assist.** There are resources which do offer chat or text therapy, including [Better Help](#). For more acute situations, you can initiate Crisis Text Line by texting HOME to 741741—note that CTL does not provide long-term therapy.

7. Can I get prescriptions delivered?

The Student Health Plan’s prescription program, OptumRx, offers home delivery, which you learn more about [here](#).

8. Where can I learn about workshops and other virtual events that CPS is hosting?

You can find a schedule of group events and workshops on this [document](#). All events are also listed in the [Events section](#) of the UHS homepage.

We hope that this information answers any questions you may have about mental health and counseling for the rest of the semester. As always, please feel free to reach out with any question, comments, or concerns.

Yours in service,
USG’s Mental Health Task Force