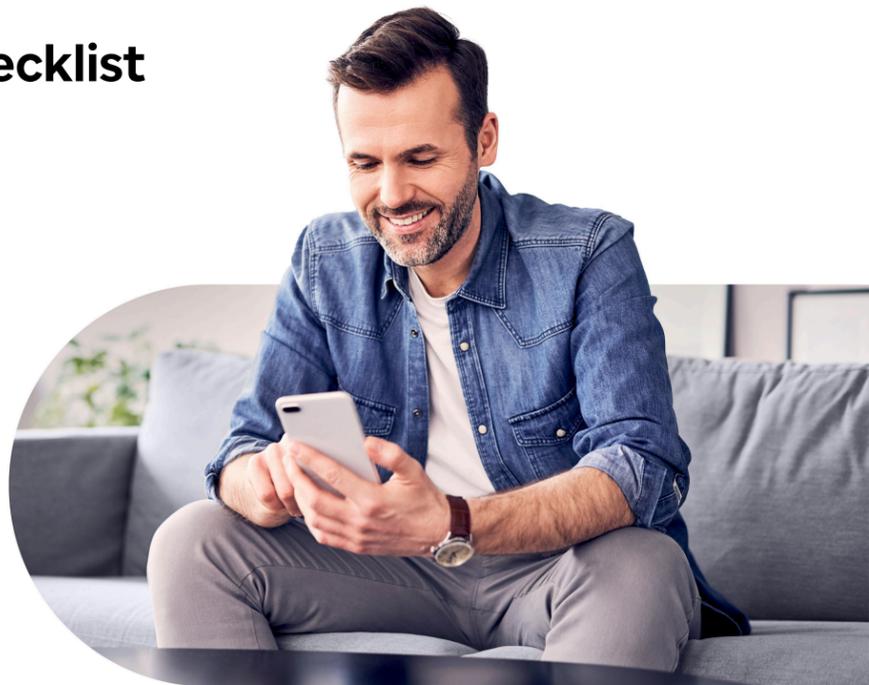


Optum Finding a therapy provider: A checklist



Think about your goals

- Write down what you'd like therapy to help you with. This can narrow your search and help once you start therapy.

Explore types of therapy and care

- Choose a provider type. A loose rule of thumb is a therapist for counseling, psychologist for testing and psychiatrist for medication.
- Consider specialties and expertise. For example, individual or couples therapy? Perhaps someone who focuses on parenting, is trained in behavioral therapy, or is LGBTQ supportive?

Understand costs

- Review your health plan coverage. Check which services it covers, how much of the cost and the difference between in-network and out-of-network providers.
- Check if you or a family member has an employee assistance program (EAP) that might help cover some therapy costs.

Find a few provider options

- Get recommendations from friends, family or a primary care physician, if you can.
- Find in-network providers at [liveandworkwell.com](https://www.liveandworkwell.com). Filter for providers who meet your needs and are accepting new patients.

Contact providers

- Pick a few providers to follow up with. We suggest starting with three.
- Call or email them to ask questions that help you decide if they are what you're looking for and to confirm their availability. If the provider has a website, it may be useful, too.

Schedule an appointment

- Schedule as soon as you can because there may be a wait. In some cases, you can schedule through our directory. Or call the provider's office and have your insurance ID handy.

Some tips

-  Deciding on therapy is a big first step. Getting an appointment may take a few more. But it can be worth it for your well-being.
-  Mark time on your calendar to take these steps and check them off as you go.



Some questions to ask

Ask questions to help you decide on a provider and feel more comfortable. And check that you have up-to-date info – plans and provider info can change.

- Are they taking new patients, and when is the next available appointment?
- Do they take your insurance? What would be the copay, if any?
- How much experience do they have working with your concerns?
- What therapy methods do they specialize in?
- If you're interested in virtual therapy, do they offer it and how does that work?
- If you need medication, can they prescribe it?
- If applicable to you, do they take employee assistance program (EAP) benefits?

For more info or help finding a provider, call the number on your health plan card.