

# Mental Health Support

Live Well to  
Learn Well

Web:  
[health.cornell.edu](http://health.cornell.edu)

Phone (24/7):  
607-255-5155

Fax:  
607-255-0269

Appointments:  
Monday–Saturday

Check web for hours,  
services, providers,  
and appointment  
information

110 Ho Plaza,  
Ithaca, NY  
14853-3101

Engaging in regular self-care practices and knowing when it's time to reach out for help (for yourself or for a friend) are two important skills that will serve you well during your time at Cornell and beyond.

At Cornell Health, we strive to help students "Live Well to Learn Well." Below you will find a summary of resources available to you at Cornell Health. Keep in mind that we are just one of your many campus resources.

Everyone has a role to play in supporting health and well-being at Cornell. Our campus has a wealth of information and resources to support you and your friends in the living and learning environments. For detailed information about services, helping others, and getting support elsewhere on campus, see [mentalhealth.cornell.edu](http://mentalhealth.cornell.edu).

## Accessing care

While many of our mental health services (e.g., Let's Talk, workshops, 24/7 phone consultation) are available without an appointment, our individual counseling and medication appointments require that you first schedule an "access appointment."

In this visit, our trained team of mental health professionals will assist in matching you with the right level of care, and informing you of your options (Cornell Health and in the community) that would best meet your needs. Access appointments can be web booked through the student health portal (myCornellHealth). You can also call 607-255-5155 to schedule an access appointment during business hours.

## Support at Cornell Health

### Resources for Self-Care

The Cornell Health website includes information to help keep stress in check and cultivate resilience at Cornell. Get more information about self-care—sleep, nutrition, time management, and more—and seeking support at [health.cornell.edu/thrive](http://health.cornell.edu/thrive).

### Workshops

Our workshops, led by CAPS counselors and by members of the Skorton Center for Health Initiatives at different times and locations (online and in person) throughout the semester, help you learn skills and practices to manage stress, reduce anxiety, prioritize self-care, and thrive at Cornell.

### Let's Meditate

In collaboration with numerous campus partners, we offer a mindfulness meditation series for all



*Our staff members are here to help you live well to learn well at Cornell.*

members of the Cornell community to practice this relaxing and restorative technique supported by scientific research. See the schedule and drop in as you are able: [health.cornell.edu/meditate](http://health.cornell.edu/meditate).

### Let's Talk

Drop in online or in person to consult with a CAPS counselor. Let's Talk is not a substitute for ongoing counseling and doesn't constitute mental health treatment, but consultants can listen to specific problems, help you explore solutions, and introduce you to what it's like to speak to a counselor. See schedule: [health.cornell.edu/LetsTalk](http://health.cornell.edu/LetsTalk).

### Group Counseling

CAPS counselors\* offer group therapy and support on a wide range of topics. These range from a few sessions of skills-based psychoeducation to ongoing semester-long support. See listing: [health.cornell.edu/groups](http://health.cornell.edu/groups).

### Individual Counseling

Cornell Health offers a variety of ways to access one-on-one counseling. If you need brief support, consider a single-session option. CAPS also offers short-term counseling for more significant mental health concerns that are impacting your ability to be successful. If you are interested in long-term individual counseling, our CAPS referral team can help you find options for care in the local Ithaca community or more broadly via telehealth.

### Medication Management

Cornell Health provides a variety of services to meet the mental health medication needs of students. Depending on your medication needs (e.g., a new concern, or management of an existing / maintenance prescription), you may be seen by a provider in Primary Care, Mantra (our telehealth partner), our in-house psychiatry

\* A full list of CAPS staff members, including their training and specialties, is available at [health.cornell.edu/CAPSstaff](http://health.cornell.edu/CAPSstaff).



team, or referred to a community provider. Cornell Health can help you obtain new medication as part of your mental health care or transfer any maintenance prescriptions while you're in Ithaca. Many students' Primary Care Providers (PCPs) at Cornell Health or in the community, help them meet these needs. If you have more complex medication or mental health needs, we offer consultation with our psychiatry team to assist in finding an effective regimen and then referral back to our PCP team for ongoing care once this has been established.

### **Mental Health in Primary Care**

In addition to medication management, your PCP at Cornell Health is a healthcare provider you can consult with about questions or concerns you have related to any aspect of your physical or mental health.

Your PCP's role is to support your well-being from a holistic perspective, and to refer you to specialty care or services as needed. For example, Behavioral Health Consultants (BHCs) are mental health professionals who work with your primary care medical team to offer brief and highly-tailored recommendations that can support you in managing your physical health and well-being.

### **Referrals**

In order to meet students' varied and specialized needs, Cornell Health's CAPS and primary care providers may refer students to other campus resources or to treatment providers in the community. The majority of the referral sources are accessible via telehealth or located in downtown Ithaca, approximately a 10-minute bus ride from campus. If you would like a referral outside of Cornell Health, you can do so by connecting directly with our Referral Manager through the student health portal ([myCornellHealth](#)).

### **24/7 phone consultation**

If you need immediate access to a mental health professional for an urgent or emergency concern, you can consult by phone with Cornell Health

24/7 by calling 607-255-5155. If you call Cornell Health after business hours, your call will be answered by ProtoCall, Cornell Health's on-call counseling support team.

### **Confidentiality**

All mental health treatment provided by Cornell Health staff is confidential. Health care records are completely separate from other university records. Cornell Health staff members confer with one another as needed to provide integrated care for you, but will not release any information about you without your written permission, except as authorized or required by law, or in our judgment as necessary to protect you or others from a serious threat to health or safety. Cornell Health's Privacy Notice, available at [health.cornell.edu](#), provides a comprehensive list of how personal health information may and may not be accessed or shared.

### **Eligibility for services**

If you are currently a registered student and are here in Ithaca, you may use Cornell Health services, no matter what health insurance you have. Please visit [health.cornell.edu/get-care/who-we-serve](#) for details.

If you are on leave from Cornell or have graduated, you are not eligible for ongoing mental health services; however, you can receive support in finding a referral that meets your needs.

### **Cost for care**

There is no cost for CAPS access appointments, group therapy, workshops, or Let's Talk visits. If you are a student in Ithaca, you will pay \$10 / visit for individual counseling, psychiatry appointments, and most medical visits. (Cornell Health bills students' in-network insurance plans for these services, capping out-of-pocket costs for most services at \$10.)

Unless you request otherwise, we will submit visit and pharmacy costs directly to your Bursar account. The fee will appear as "Cornell Health services," not as a mental health service or fee. Visit [health.cornell.edu/costs](#) for

complete details about Cornell Health costs and insurance billing.

### **Financial Hardship**

Inability to pay should never be a barrier to receiving care. If you have concerns about health care expenses, please discuss them with your medical or mental care provider or with a Billing Office staff member before or during your appointment to learn about options for assistance. Call 607-255-7492 or email [cu-healthbilling@cornell.edu](mailto:cu-healthbilling@cornell.edu).

### **Additional Cornell Health support**

Sometimes in order to fully engage in your Cornell experience, you may need accommodations or other exceptions to Cornell policies. If you have a disability or are in need of a health-related accommodation, Cornell Health is here to help.

### **Student Disability Services (SDS)**

SDS works with Cornell faculty, staff, and students to ensure that all aspects of student life are accessible, equitable, and inclusive of individuals with disabilities. Staff members provide support and disability-related accommodations: [sds.cornell.edu](#).

### **Health Leaves of Absence (HLOA)**

In the event that a medical or mental health condition interferes with your academic success or personal safety, you may need to take a break from your studies to attend to the treatment and management of your condition. Our staff can talk you through this process and help you determine if a Health Leave is the right option. More information is available at [sds.cornell.edu/HLOA](#).