

LGBT Community Providers

Disclaimer: We cannot offer any guarantee regarding the quality of these providers' services. Please use your judgment when selecting a therapist, psychologist, or psychiatrist. We do our best to verify insurance information for your convenience, however we are not notified of changes, always call to verify.

-Please see page 2 for help on, "**Finding a Therapist in the Community**"

Candace Brown, MFT

(909)798-2848

101 E. Redlands Blvd., Suite 246, Redlands, CA 92373

Specialty: Marriage and family therapy.

Insurance: Aetna, BC/BS, Cigna, Magellan

Creative Insights Counseling- <https://creativeinsightscounseling.com/>

(909) 240-7833

18 E. State Street, Suite 206, Redlands, CA 92373

Four main providers. Review website for more information on specialties.

Traci Lowenthal, PsyD

Patricia Gonzalez, MA

Nikki Ancona, MA

Specialty: generalist; college aged; LGB & Trans* (including transition); sexual assault, cancer/chronic illness; nontraditionally aged students. This facility provides Web-Based Therapy.

Insurance: Most major health insurance plans accepted. Call to verify.

Curtis Drown, MS, MFT

(909)798-2848

101 E. Redlands Blvd., Suite 246, Redlands, CA 92373

Specialty: Marriage and Family Therapy

Insurance: most major health insurance plans including Aetna, BC/BS, Magellan, PacifiCare, United Behavioral Health (not Cigna)

Mary Ann Schaepper, MD, MEd, DFAPA—<https://schaepperpsychiatry.com>

(951) 271-0397

312 Brookside Ave., Redlands, CA 92373

Specialty: Depression, Peri-natal Depression (formally Post Partum Depression), Anxiety Disorders, Adult ADHD, Grief & Loss, Divorce, Anger Issues, Gender Issues, Autism Spectrum Disorder, Post Traumatic Stress Disorder, Substance Use Disorders.

Insurance: For those who have a PPO insurance, billing will allow your insurance to reimburse you at the "Out of Network" rate, and they can provide a Super Bill upon request.

Finding a therapist can be hard. It takes patience, intuition, and some work on your part. We hope that the information we provide here will help you in this process.

If you are **not** using insurance to pay for mental health services:

You have two options.

1. Depending on the fee that you are willing to pay, you may contact clinicians directly on the list, who may have fees in the range \$100 to \$200 per hour or you may contact one of the agencies listed in our low-cost and sliding scale section and schedule an appointment. They may ask you, generally, what you are struggling with. It's good to be prepared with a few sentences here. Inquire about session fees. These agencies often charge different fees depending on the training/experience of the therapist, i.e., the fees of unlicensed therapists are less than those of licensed therapists.
2. Review our provider list and their specialty areas to identify several individual providers who meet your needs. You may review their websites, if we have listed one. To find out additional information about a provider, use *Psychology Today's* website: www.psychologytoday.com or the *Counseling California* website: www.counselingcalifornia.com. Click, "Find a Therapist," and type in the last name of the therapists you have identified from our list. If the individual has a profile on the website, you can read more about them to get a feel for who they are and how they practice. If there is a link to the provider's personal webpage on the website, peruse that as well. When you have landed on a few people who feel right for you, call and let them know you are a University of Redlands student and that you'd like to schedule an initial meeting for psychotherapy. Ask them their session fee. They may ask you, generally, what you are struggling with. Be prepared with a few sentences here.

If you will be using the UofR's student health insurance plan:

Visit <https://wellfleetstudent.com/careconnect/> to get started. Student members in need of assistance may call 1-888-857-5462 to be immediately connected with a counselor. CareConnect counselors will provide in-the-moment support and determine the most clinically appropriate next step. This includes counseling, or referrals to the Student Health Center, medical provider, or emergency services.

Some of the providers in this list are in network. For a full list of providers covered by the UofR's insurance, visit <https://www.studentinsurance.com/Client/1383> Go to "Find Health Professional", choose "Locate a provider in the Cigna OAP network".

To find out additional information about a provider, use *Psychology Today's* website: www.psychologytoday.com or the *Counseling California* website: www.counselingcalifornia.com, as outlined above, in #2. When you have landed on a few people who feel right for you, call and let them know you are a University of Redlands student, you have the UofR student health insurance plan, and you'd like to schedule an initial meeting for psychotherapy. The provider may ask you,

generally, what you are struggling with. Be prepared with a few sentences here. Ask the provider their session fee.

The UofR's student health insurance plan requires a one-time payment deductible before receiving services. After the deductible is paid, mental health is covered at 80% in network so students are responsible for 20%. There is no copay.

If you will use another health insurance plan, that is not the UofR's student insurance:

First, contact your insurance company and inquire about the following:

1. I'd like to see a mental health professional. How do I go about doing this?
2. Be sure to ask if you need a referral from your general physician in order to begin psychotherapy.
3. Ask for a list of mental health providers in your area who are on your insurance panel.
4. Ask if you are permitted to go out-of-network to find a provider. If so, ask about this process, i.e., inquire about any required documentation you must submit.
4. Ask for the amount of your co-pay for both in-network and out-of-network.
5. Ask if there is a limit to the number of sessions offered and if so, ask what that is.
6. Ask if there are any steps you need to take besides finding a provider, scheduling the appointment, providing your insurance card, and paying the co-pay.

If you want to go in-network, compare the provider list you receive from your insurance company with our referral list in order to identify several providers who are local, who take your insurance, and who meet your needs. To find out additional information about a provider, use *Psychology Today's* website: www.psychologytoday.com or the *Counseling California* website: www.counselingcalifornia.com, as outlined on the previous page, in #2. Also, when you contact a provider, let them know you will be using insurance and have your insurance card ready so that they can verify your insurance.

If you want to go out-of-network, identify several providers from our list who are local and who meet your needs. To find out additional information about a provider, use *Psychology Today's* website: www.psychologytoday.com or the *Counseling California* website: www.counselingcalifornia.com, as outlined on the previous page, in #2. Even though this provider is out-of-network, they may want to verify your insurance. Have your insurance card ready.

If you have Kaiser and plan to use Kaiser for mental health services:

If you are from Southern California and are already registered with Kaiser, Southern California, contact your primary care physician and request a referral to a mental health provider. The person may need to see you in person or may complete the referral without an office visit. You will then be scheduled for an intake session with a Kaiser mental health professional. That person will conduct a thorough intake interview and will provide more information about their services, given the information that they gather from you. They may refer you for individual psychotherapy or group therapy or both.

If you are from Northern California or another area, you will first need to go through the process of transferring your insurance information to Kaiser, Southern California. Then, you will go through the process outlined in the paragraph above.