**On-campus:**

UT Student Counseling Center (SCC)

<https://counselingcenter.utk.edu/>

UT Psychological Clinic

<https://psychclinic.utk.edu/>

KLASS Center

<https://klass.utk.edu/>

UT Student Health Center (SHC)

<https://studenthealth.utk.edu/>

UT SHC Psychiatry Clinic

<https://studenthealth.utk.edu/psychiatry-clinic/>

## **Off-campus**

## Cherokee Health: (866) 231-4477

* Accepts insurance and offerssafety net services for uninsured clients
* Sliding scale for out-of-pocket costs. If a client qualifies, this goes into effect after insurance pays their portion
* Sliding scale follows federal guidelines; for example- $0-$12,140 yearly income would be a $20 copay
* This includes income for the entire household, but a college student living in a dorm would be considered to be their own "household"
* Process: The client has to see a therapist first; the therapist refers them to a psychiatrist based on their evaluation of the client's needs. Cherokee was unable to give us an estimate of wait time, but would likely be 1-2 months from start to finish (making the first call, seeing therapist, then referral to psychiatrist)
* Multiple locations in and around Knoxville

## Omni Community Health: (877) 258-8795

* Accepts insurance, including UHC Student Resources
* Is accepting new clients, wait time of about one month to see a psychiatrist
* Process: The intake process is to meet with a therapist and be referred to a psychiatrist
* Also offer therapy, possibly get an appointment sooner for therapy. Will have to discuss sliding scale payment on the phone
* 4709 Papermill Drive, Suite 102, Knoxville, TN 37909

## Peninsula Lighthouse: (865) 970-9800

* + Accepts insurance, including UHC Student Resources
  + Process: 3-hour appointment for evaluation, including meeting with psychiatry, therapy, and a nurse
  + Follow-up appointments are usually 15-30 minutes
  + Wait time 2-3 weeks for an appointment
  + Offers safety net services for uninsured clients
  + 1451 Dowell Springs Boulevard, Knoxville, TN 37909

## Helen Ross McNabb: (865) 637-9711

* Accepts insurance, including TennCare
* Offers safety net services for uninsured clients
* They do not have a sliding scale for out-of-pocket costs, but they can send a bill, and client may pay as able
* Process: Call and ask for an Initial Appointment line. Leave message. The client will receive a call back for a brief screening over the phone. Then the client can come into a walk-in "open access time" daily 8:00 am-10:30 am and 1:00 pm-3:30 pm for an initial intake with a Master's level clinician. The client will then be given a date for an initial psychiatric evaluation about a week later. These appointments occur from 1:00 pm-3:00 pm each day. The client is directed to call to schedule follow-up appointments or report issues with medication.

## Life Stance Health: (865) 588-3173

* Accepts commercial insurance, including UHC Student Resources
* 4 providers, all psychiatric nurse practitioners
* Wait time for an appointment is about a month
* Also has counseling providers at the same location
* 6305 Lonas Drive, Suite 101, Knoxville, TN 37909

## Bearden Behavioral Health: (865) 212-6600

* Accepts commercial insurance, including UHC Student Resources
* 3 providers, all psychiatric nurse practitioners
* Wait time for an appointment is about a month
* Also has counseling providers at the same location
* 8848 Cedar Springs Lane, Suite 201, Knoxville, TN 37923

## Behavioral Medicine Institute: (865) 264-2400

* Accepts commercial insurance
* Accepting new clients with a wait time of 1-2 weeks
* Also has counseling providers at the same location
* Clinician can call to request a referral form, though this is not required for the client to be seen
* 6231 Highland Place Way, Suite 101, Knoxville, TN 37919

## Alternative Counseling Center: (865) 687-8990

* Accepts most commercial insurance and Tenncare, including UHC Student Resources
* Accepting new clients
* Wait time for an appointment is about a week
* Does not see clients on pain medication, clients who are pregnant or nursing, will not prescribe opiates or benzodiazepines
* Dr. Pradumna Jain at 3105 Essary Drive, Knoxville, TN 37918

## Knoxville Family Psychiatry: (865) 588-1718

* Accepts most commercial insurance, including UHC Student Resources
* Does NOT accept BCBS insurance
* 4 providers accepting new clients with a wait time 1-2 weeks
* 301 Clark Street, Knoxville, TN 37921

## Psychiatric Associates: (865) 588-4044

* Accepts most commercial insurances
* Does NOT accept Aetna insurance
* Accepting new clients
* James Kennedy, MD does NOT accept UHC Student Resources
* Melissa McCarter, APN does accept UHC Student Resources
* 6906 Kingston Pike, Suite 200, Knoxville, TN 37919

# Terminology:

Psychiatrists are medical doctors (MD or DO) who have completed medical school, residency, and then additional specialized training in the diagnosis, assessment, and treatment of mental health disorders. Psychiatric Nurse Practitioners are registered nurses who have completed a doctoral or master's degree program and have advanced clinic training in the diagnosis, assessment, and treatment of mental health disorders with an emphasis on disease prevention and health management. Both psychiatrists and psychiatric nurse practitioners can prescribe and manage medication to treat mental health concerns.

# Insurance:

It is a student's responsibility to call their insurance company to confirm copay and co­ insurance amounts and confirm that their insurance is accepted by the provider listed. You can find this phone number on the back of your insurance card. If you choose a practitioner from this list, your insurance company can confirm that your insurance covers this provider. In this case, you would need each provider's individual name, not the name of the group practice.

IMPORTANT- United Healthcare Student Resources confirmed that UT graduate student health insurance is not subject to deductible for outpatient therapy and psychiatry visits unless testing (blood work, for example) is done at the appointment. However, students still have out-of-pocket costs of $25 copay and 20% co-insurance.

# Making the phone call:

There are some basic things that you can ask or expect during your first phone call. It is a good idea to start by saying something like, *"Hi, my name is \*\*\*. I am looking for a new patient psychiatry appointment, and I have \*\*\* insurance or no insurance."* You can ask about sliding scales, payment plans, or any assistance with out-of-pocket costs. You can also ask if they can run your insurance information before the appointment so you will know how much you will have to pay. The receptionist who answers the phone will likely ask additional questions in order to schedule your appointment.