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 part of your resource network during your time at the university.

Everyone has a role to play in supporting student health and well-being at Cornell. Our campus has a wealth of information and resources to support students in their living and learning environments: see mentalhealth.cornell.edu.

**How to access care**

While many of our services like Let’s Talk, workshops, and 24/7 phone consultation are available to students directly, our individual counseling and medication appointments require that students schedule an “access appointment.” In this visit, our trained team of mental health professionals will assist with matching students to the right level of care, informing them of options both at Cornell Health and those in the community that would best meet their needs. Access appointments can be web booked through our student health portal or students can call 607-255-5155 to schedule an access appointment during business hours.

**Care from Cornell Health**

**Resources for Self-Care**

The Cornell Health website includes information to help keep stress in check and cultivate your resilience while you’re at Cornell. Get more information about self-care—including sleep, time management and more—and seeking support at 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 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 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.

**Let’s Talk**

Drop in 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 explore solutions, and introduce you to what it’s like to speak to a counselor. See schedule: health.cornell.edu/LetsTalk.

**Group Counseling**

CAPS counselors* offer group therapy 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.

**Individual Counseling**

Cornell Health offers a variety of ways for students to access one-on-one counseling support. We offer a single-session option for students with brief needs for support. We also offer short-term counseling for students with more significant mental health concerns that are impacting their ability to be successful. For students interested in long-term individual counseling, our referral manager in CAPS helps students find options for care in the local Ithaca community or more broadly via telehealth services available.

**Medication Management**

Cornell Health offers support in helping students explore options for medication as one part of their mental health care or in transferring

* A full list of CAPS staff members, including their training and specialties, is available at health.cornell.edu/CAPSstaff.
maintenance of prescriptions while they are in Ithaca. Many students see a Primary Care Provider (PCP) at Cornell Health or in the community to meet these needs. For students with more complex medication needs, we offer consultation with our psychiatry team to assist in finding a regimen that works and then refer back to our PCP team for ongoing care once stabilized.

**Mental Health in Primary Care**

In addition to medication management mentioned above, your PCP at Cornell Health is a healthcare provider you can talk to about questions or concerns you might 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 as needed, such as Behavioral Health Consultants (BHCs) who work with your primary care medical team to offer brief and highly-tailored recommendations that promote the self-management of your physical health and well-being.

**Referrals**

In order to meet students’ varied and specialized needs, our mental health providers may refer students to other campus resources or to treatment providers in the community. The majority of the referral sources are located in downtown Ithaca, approximately a 10-minute bus ride from campus, or accessible via telehealth. Students who know they would like a referral outside of Cornell Health can connect directly with our Referral Manager through our student health portal for assistance.

**24/7 phone consultation**

Because we know students sometimes need immediate access to a mental health professional for an emergency or another immediate need for in the moment support, students have access to 24/7 phone consultation. ProtoCall is Cornell Health’s 24/7 counseling support team and students can speak to them any time by calling 607-255-5155.

**Confidentiality**

All mental health treatment provided at Cornell Health 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.

Students on leave and graduated students are not eligible for ongoing mental health services; however, they can receive support in finding a referral that meets their needs.

**Cost for care**

There is no cost for access appointments, group therapy, workshops, or Let’s Talk visits. Ithaca students pay $10 / visit for individual counseling, psychiatry, 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 a student requests otherwise, we will submit visit and pharmacy costs directly to their 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 health 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.

**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 accommodations based on your health, 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)**

When students’ mental health condition interferes with their academic success and/or personal safety, they may need to take a break from their studies to attend to their treatment and management of their condition. Our staff can talk students through this process and help them determine if this is the right option for them. More information is available at health.cornell.edu/HLOA.