



AMERICAN UNIVERSITY  
W A S H I N G T O N, D C

Thank you for entrusting your care with the American University Center for Well-Being Programs and Psychological Services. In this packet you will find the following resources and information for future use.

- Crisis Card
- Services Guide
- Group Therapy Information
- Referral Resource Guide
- American University Insurance Plan Information
- Mantra Health Information

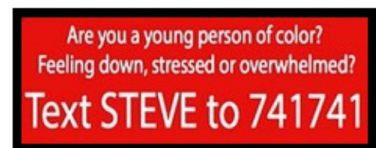
If you have questions or concerns, please do not hesitate to contact us.

*Looking for* **MENTAL HEALTH CRISIS RESOURCES?**  
Call, Text, or Chat

**24 HOURS A DAY : 7 DAYS A WEEK : 365 DAYS A YEAR : FREE : CONFIDENTIAL**



OR 1-800-273-TALK (8255)  
CHAT: 988LIFELINE.ORG  
FOR DEAF & HARD OF HEARING  
DIAL 711 THEN 988



**TEXT "START" TO 741-741** CRISIS TEXT LINE |

*Resources Shared By:*

THE CENTER FOR WELL-BEING PROGRAMS AND PSYCHOLOGICAL SERVICES  
WWW.AMERICAN.EDU/STUDENT-AFFAIRS/COUNSELING  
MGSC 206: 202.885.3500 @auwellbeing





# Center for Well-Being Programs and Psychological Services Guide

To schedule or request any of the services below, visit us at:

<https://www.american.edu/student-affairs/counseling/online-scheduling.cfm/>

**Well-Being Programs:** Provides students with information regarding wellness, sexual health, and alcohol/drug abuse prevention. To request programmatic services: [WBCprograms@american.edu](mailto:WBCprograms@american.edu).

**Psychological Services:** Provides brief individual therapy (6-8 sessions per academic year), group therapy, community referral assistance, and consultations. Virtual services are available for students located in DC at the time of their appointment.

**Single-Session Appointments:** Single-Session Appointments allow you to meet with a clinician in a confidential setting for a targeted concern that does not require ongoing care. They are not designed for crises or ongoing support.

**Victim Advocacy Services:** Advocates provide free, confidential, appointment-based services to students who are affected by sexual violence, interpersonal violence (dating or domestic violence), and stalking, as well as comprehensive sexual violence prevention programming.

**Alcohol and Other Drug (AOD) Consultations:** The AOD Prevention Specialist does not provide AOD treatment, but rather provides consultation and education about substance dependence and harm reduction methods.

**Eagles' Rest Sleep Program:** Take a free sleep assessment, receive individual sleep consultations, view tips for improving your sleep, or request a sleep kit.

**AU ProtoCall:** 24/7 crisis support that is available for all students, faculty, staff, and parents. Individuals can talk to a licensed clinician for support and get information on community referrals. To access AU ProtoCall, call **202-885-7979**.

**Mantra Health:** Offers free virtual mental health and wellness tools. Access self-care courses, wellness coaching, therapy, and on-demand support with licensed clinicians across all 50 states (12PM to 12AM EST). Sign up at <https://mantrahealth.com/american>.

**Q.P.R. Training:** Question, Persuade, Refer is an interactive training program that equips individuals with skills to help students who are expressing suicidal thinking. Training is available for faculty, staff, and student leaders. Request a training at [WBCprograms@american.edu](mailto:WBCprograms@american.edu).

### Offices that partner with the Center for Well-Being in supporting students:

Student Health Center: for students who are interested in medication management and psychiatry.

Academic Support and Access Center: provides information on accommodations, tutoring, and academic coaching.

Dean of Students: provides resources for student growth and development, as well as advocacy for students' needs.

AU Police Department: ensures the safety and security of the AU Campus community through community policing.



## Groups – Spring 2026

### Skills Groups (45 minutes)

---

<b>Anxiety Toolkit (Virtual)</b> (Led by: Maryam Khatami & Jane Howitt)	Fridays 12-12:45pm
<b>Body Image Skills Group</b> (Led by: Jane Howitt & Maddie Fox)	Wednesdays 10am-10:45am
<b>Conquering Social Anxiety</b> (Led by: Varonica Johnson & Adrienne Petersen)	Wednesdays 11am-11:45am
<b>How to Deal</b> (Led by: Marika Gilbert & Colm Johnston)	Thursday 11-11:45am
<b>Self-Compassion Skills Group</b> (Led by: Kera Jones & Jackie Paiz)	Tuesdays 1pm-1:45pm
<b>WCL Stress Management Skills (Virtual)</b> (Led by: Rachel Dietrich)	Friday 3-3:45pm

### Process Groups (75 minutes)

---

<b>CARE (Connect and Re-connect)</b> (Led by: Dana Conzemius-Schindler & Jackie Paiz)	Wednesdays 3-4:15pm
<b>Family of Origin</b> (Led by: Maura McFadden & Maryam Khatami)	Wednesdays 1-2:15pm
<b>Understanding Self and Others</b> (Led by: Dave Jean & Adrienne Petersen)	Wednesdays 3-4:15pm
<b>Understanding Self and Others, First Year Students</b> (Led by: Dana Conzemius-Schindler & Colm Johnston)	Tuesdays 3pm-4:15pm
<b>Understanding Self and Others, Graduate Students (Virtual)</b> (Led by: Dave Jean & Maddie Fox)	Fridays 3-4:15pm

*All groups are confidential. If you have questions about these groups, please contact Kera Jones at [kera@american.edu](mailto:kera@american.edu). To get connected to a group, please schedule an Initial Consultation at the Center for Well-Being.*

### Anxiety Toolkit

Stress and anxiety can be useful tools for motivating us at times, but too much anxiety can become burdensome. This group will focus on concrete skills you can use both when you anticipate anxiety and when you feel anxious in the moment. The 45-minute sessions will be structured with worksheets, activities, and handouts that you can use throughout your week to lessen anxious symptoms.

### Body Image Skills Group

Many of us have strong feelings about our bodies. This group is meant for students who find themselves preoccupied with their bodies in ways that are getting in the way of daily living. In a supportive group setting, sessions will focus on the mind-body connection, self-compassion, and mindfulness. Note: this is not a group for those with active eating disorders, who require a higher level of care.

### CARE (“Connect and Reconnect”)

The Connect And Reconnect Group (C.A.R.E.) is designed to promote a confidential and trauma-informed space for survivors of interpersonal violence. Possible topics that can be discussed include exploring how experiences of interpersonal violence can impact your sense of safety, the physiological effects of trauma, understanding feelings of guilt and shame, and helping to build connections with others. Members will experience a supportive setting with empathic facilitators committed to establishing safety.

### Conquering Social Anxiety

Do you at times feel uncomfortable in social situations? Do you find yourself ruminating after social interactions, thinking about what you said or didn't say, did or didn't do? This 45-minute skills group offers tangible coping skills for social anxiety. The group will also focus on increasing insight regarding triggers for social nervousness and overthinking about interpersonal interactions. Group members will have time to practice their skills within a supportive group setting, with the guidance of collaborative leaders.

### Family of Origin

The Family of Origin group will focus on issues pertaining to our experiences growing up, family dynamics past and present, and how we can more effectively relate to our families of origin. Topics may include setting boundaries, having difficult conversations, or exploring relationship issues. The group will provide a space for members to share their stories, identifying solutions and providing support while building connection with others who have experienced family tensions.

### How to Deal

This 45-minute weekly group is designed for students wanting to learn how to cope with painful or strong feelings and manage them more effectively. This group will cover topics such as mindfulness, interpersonal effectiveness, social skills building, distress tolerance, maintaining friendships, conflict management, and emotion regulation. While there will be room to talk about how personal concerns come up for people, the group is set up to function like a small class with group leaders teaching skills and participants sharing what it's like to practice them and how they can be applied outside of group.

### Understanding Self and Others (and First Year Student and Graduate Student Groups)

Do you want to express yourself better with others? Do you want to build stronger and more meaningful relationships? Do you feel anxious, lonely, or isolated in the midst of so many people? Do you want to make changes but are not sure how to do so? These are common experiences for many students. This group is designed to create a safe environment for students to better understand who they are, explore relationship patterns, and try different ways of relating to other people – all within a safe and confidential setting. Possible topics of discussion include trust, intimacy, communication, anger, sadness, and isolation.. The **First Year Student** and **Graduate Student** groups maintain the same focus but are comprised only of students who are navigating similar transitions, challenges, and new experiences.

### Self-Compassion Skills Group

Do you often feel stressed, overwhelmed, or stuck in self-judgement? Join this 8-week skills group based on Mindful Self-Compassion, an evidence-based approach to responding to stress, difficult moments, and self-criticism with greater kindness and balance. We are often harder on ourselves than we are with others. The weekly, 45-minute sessions will help you cultivate skills in mindfulness, reflection, and self-care to improve your relationship with yourself.

### WCL Stress Management Skills

It is no secret that law school is stressful. Current WCL students interested in learning and practicing stress management skills with the guidance and support of the WCL Clinician are welcome to inquire about this virtual psychotherapy group, which is designed to meet the unique needs of law students with the support and encouragement of their peers. Group leaders endeavor to foster an environment of collaborative connection while teaching valuable skills for lifelong learning.



# AMERICAN UNIVERSITY

W A S H I N G T O N, D C

CENTER FOR WELL-BEING PROGRAMS AND PSYCHOLOGICAL SERVICES

## **General Information on Seeking Off-Campus Care**

The Center for Well-Being Programs and Psychological Services (Well-Being Center; WBC) cares deeply about the well-being and safety of our students. The WBC has created this guide to provide more information about mental health-related referrals and resources that may be helpful to you, whether you are in the DC area or another state.

Please read on to learn more about some things you might want to keep in mind as you search for a mental health provider.

If you are experiencing a mental health emergency, please call 911 immediately or go to your nearest emergency department. You can also utilize the crisis resources listed below, all of which are available on the WBC website as well: <https://www.american.edu/ocl/counseling/>.

### Insurance and Payment

The first step to securing off-campus mental healthcare is to figure out how you will be paying for services. Many people opt to use their health insurance, which can cover a substantial portion of the cost of services, depending on your plan and coverage. If you are using this option, we recommend contacting your insurance company to ask some basic questions about your plan and coverage. You can do this in a few different ways:

- By creating an account on your health insurance plan's website—many sites offer a way to verify your benefits and search for providers when you log in. Creating an online account may be an efficient way to verify insurance coverage without making a phone call.
- By calling your insurance company—you can do this by looking for the phone number on the back of your insurance card.
- If you are a beneficiary on your parents' health insurance plan, and they are supportive of you seeking services, you can also ask them the questions below, or ask if there's anything they need to know from potential providers regarding costs. If you are on your parents' health insurance plan and they are not supportive of you seeking services, you may want to look at options you can pay for yourself—they can sometimes offer a "sliding scale," or reduced fee, for students paying for their own therapy.

### Questions to Ask Your Insurance Company:

- Do I have outpatient mental health benefits through my insurance? Do I have coverage for services in the DC area (if this is where you are located)? Which types of therapy are covered—individual, group, couples, family therapy? Is there a limit to how many sessions are covered within one year?
- Do I have a mental health deductible? (Some insurance types have mental health deductibles, meaning you must spend a certain amount of money out of pocket to 'meet'

the deductible before your insurance begins to cover your care.) If I do, how much is it? How much has been met?

- Do you require pre-approval or pre-certification for therapy sessions? If so, what is the procedure for getting pre-authorization or pre-certification? How many sessions do you approve at a time?
- How much does my plan cover for an in-network provider?
- How much does the plan cover for an out-of-network provider? What is the process for submitting a claim?

Ways to Search for Providers:

There are three common ways to search for a provider- your provider directory through your insurance company, asking friends or family for a recommendation, or using a search engine tool. Here are a few common directories to consider:

Psychology Today	<a href="http://www.psychologytoday.com">www.psychologytoday.com</a>
Good Therapy	<a href="http://www.goodtherapy.org">www.goodtherapy.org</a>
National Queer and Trans Therapists of Color Network	<a href="http://www.nqttcn.com/">http://www.nqttcn.com/</a>
Therapy for Black Girls	<a href="https://therapyforblackgirls.com/">https://therapyforblackgirls.com/</a>
Therapy for Black Men	<a href="https://therapyforblackmen.org/">https://therapyforblackmen.org/</a>
Therapy for Latinx	<a href="https://www.therapyforlatinx.com/">https://www.therapyforlatinx.com/</a>
Pride Counseling	<a href="https://www.pridecounseling.com/">https://www.pridecounseling.com/</a>
World Professional Association for Transgender Health	<a href="https://www.wpath.org/member/search">https://www.wpath.org/member/search</a>
Referral Aggregator Database	<a href="https://radremedy.org/">https://radremedy.org/</a>
American Psychological Association Locator	<a href="https://locator.apa.org/">https://locator.apa.org/</a>
National Eating Disorder Association	<a href="https://map.nationaleatingdisorders.org/virtual">https://map.nationaleatingdisorders.org/virtual</a>
Eating Disorder Referral	<a href="https://www.edreferral.com/finding-a-therapist">https://www.edreferral.com/finding-a-therapist</a>
Substance Abuse and Mental Health Association	<a href="https://findtreatment.samhsa.gov/">https://findtreatment.samhsa.gov/</a>
WellTrack Connect	<a href="https://welltrack-connect.com/">https://welltrack-connect.com/</a>
ThriveWorks (enrollment fee required)	<a href="https://thriveworks.com/">https://thriveworks.com/</a>

## The Process of Connecting

Once you've identified a few options for potential providers, the next step is to choose how you'll connect with them. If they have their own website, they may specify a preferred contact method, and you should follow that. Otherwise, it's up to you whether you call or email—you could also do both. In an email or voicemail, you'll want to include your name and contact information. Please make sure your voicemail box is set up and that it has enough space for them to leave a message! Even if you choose to send an email first, many therapists will suggest a phone consultation before scheduling an appointment.

**Scheduling:** It's a good idea to look through your weekly schedule ahead of time to identify the hours you are available to meet with a clinician. You may also want to think about what you would have scheduled after therapy, and if you will feel ready to do it.

**Initial Phone Calls:** Many providers offer a free 15-20-minute phone consultation call, during which they can learn more about you and the reasons you're seeking services. This also gives you a chance to ask them questions about their therapeutic style, experience, and approach. This phone consultation is also where you'd want to verify any types of insurance taken, and fees for session, as well as how they take payment.

Psychiatrists and psychiatric nurse practitioners (i.e., medical providers) may schedule you immediately, on the phone or via a website; we encourage you to ask about scheduling procedures at your first contact.

**Paperwork:** After your initial phone call, when you've scheduled an appointment, the provider may send you some intake paperwork to complete through a secure client portal or via email. They may ask you to complete it in advance.

**Cancellation policy:** Put your appointments in your calendar so you don't forget them! Many providers have cancellation and no-show policies, meaning if you do not show or cancel too late you may be responsible for most or all the cost of the session.

### Possible questions to ask providers during in initial phone calls:

- Can you confirm you take my insurance?
- If you are an out-of-network provider, will I be responsible for submitting my own paperwork for reimbursement, or can you help with that?
- What are your fees, and how much will sessions cost me?
- Do you have any sliding scale options for a full-time student?
- Will I have to pay at the time of the session?
- What kind of experience do you have in treating these types of concerns?
- Do you offer in-person or tele-mental health/virtual services?

### Possible questions therapists may have for you:

- Could you please tell me a little bit about yourself?
- Have you ever been in therapy before? If so, what type and when? Did you ever receive a diagnosis from that person?
- Why are you interested in therapy now?
- What are some things you'd like to work on in therapy?
- Are you on any medications?

## Emergency and Crisis Resources

- AU ProtoCall: 202-885-7979
- National Suicide Prevention Lifeline: 988 OR 1-800-274-TALK (8255)
- [Veterans Crisis Line](#): 1-800-273-8255 (Press 1)/ Text to: 838255
- Trans Lifeline: 877-565-8860
- [Are you a young person of Color?](#) Text "STEVE" to 741-741
- [The Trevor Project "Saving Young LGBTQ Lives"](#): 1-866-488-7386
- RAINN (Rape, Abuse and Incest National Network): 800-656-HOPE (4673)
- Veterans Crisis Line: 1-800-273-8255 (press 1) or text to 838255
- AIDS Hotline: 202-332-AIDS (2437)
- Alcohol and Drug Helpline: 1-800-821-HELP (4357)
- [Childhelp National Child Abuse Hotline](#): 1-800-4-A-CHILD (422-4453)
- Crisis Text Line: Text "START" to 741-741
- [DC Department of Mental Health Crisis Helpline](#): 1-888-793-4357
- [DC Rape Crisis Center Hotline](#): 202-333-7273
- [DC Victim Hotline](#): 1-844-4HELPDC (443-5732)
- Grief Recovery Helpline: 1-800-445-4808
- IMALive Crisis Chat: [www.IMALive.org](http://www.IMALive.org)
- [Network for Victim Recovery DC](#): 1-800-641-4028
- [RAINN](#) (Rape, Abuse, Incest National Network): 1-800-656-HOPE (4673)

## Helpful Resources:

Resilient Brain Project: offers a library of resources, tips, tools, and apps designed to address different mental health-related concerns.

Website: <https://resilientbrainproject.com/>

International Association for Suicide Prevention: includes contact information for crisis resources in different countries.

Website: [https://www.iasp.info/resources/Crisis\\_Centres/](https://www.iasp.info/resources/Crisis_Centres/)

International SOS: offers information on health clinics available worldwide, as well as emergency translator and interpreter services and legal assistance.

Website: <https://www.internationalsos.com/services/clinics>

ULifeline: an online resource for college mental health, through the JED Foundation, including information on various helplines.

Website: <http://www.ulifeline.org/>

HTH Worldwide: information on international student health insurance plans.

Website: <https://www.hthworldwide.com/>



American University

# Student Coverage With Care 2025-2026



## What's Included?



Free 24-Hour  
nurse line - talk  
to a registered  
nurse anytime



No-cost  
preventive  
care services



Academic  
Emergency  
Services (AES)\*



Mobile access -  
view digital  
ID cards



Coverage  
when  
traveling



The PPO  
Network is  
Aetna

### Questions

To view Frequently Asked Questions or submit a request, please visit: [help.ahpcare.com](http://help.ahpcare.com)

### Insurance ID Card

To access your ID card, please visit [american.myahpcare.com/additionalresources](http://american.myahpcare.com/additionalresources)

## Eligibility

All full-time degree, resident and international students with F-1 and J-1 visas are required to have health insurance each school year. Students will automatically be enrolled in the Student Health Insurance Plan if they are required to have insurance and the annual premium will be charged to their student account. Domestic students may waive out of the plan with an approved waiver by the appropriate deadline.

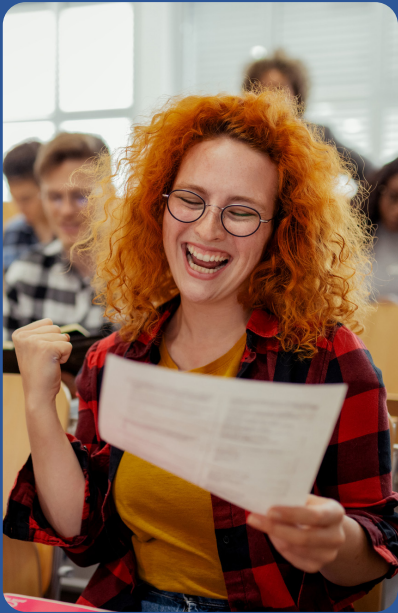
Part-time students enrolled in at least 6 credit hours are able to voluntarily enroll in the Student Health Insurance Plan and have the premium assessed to their student account by completing the Voluntary Enrollment Form with the school.

Insured students are eligible to enroll dependents including their spouse, domestic partner, and/or dependent children.

For more information, visit [american.myahpcare.com](http://american.myahpcare.com).

\*Academic Emergency Services and AD&D coverage are underwritten by 4 Ever Life International Limited and administered by Worldwide Insurance Services, LLC, separate and independent companies from Academic HealthPlans, Inc. (AHP), a Risk Strategies Company.

Academic HealthPlans, Inc. (AHP), a Risk Strategies Company is an independent company that provides program management and administrative services for the student health plans of Aetna.



## Benefits

(Deductible applies unless otherwise stated below)

	PREFERRED PROVIDER Payments are based on the Negotiated Charge	OUT-OF-NETWORK PROVIDER Payments are based on the Recognized Charge
University Health Center	\$0 Deductible per Insured Person, per Policy Year applies to all student health center services	
Benefit Maximum Per Insured Person, per Policy Year	Unlimited	
Individual Deductible Per Insured Person, per Policy Year	\$200	\$500
Family Deductible For all Insureds in a Family, per Policy Year	\$400	\$1,000
Individual Out-of-Pocket Maximum Per Insured Person, per Policy Year	\$8,000	\$25,000
Family Out-of-Pocket Maximum For All Insureds in a Family, per Policy Year	\$16,000	\$40,000
Hospital Room and Board Expense	80%	60%
Inpatient/Outpatient Surgery	80%	60%
Physician, Specialist including Consultants Office Visits	80% after a \$20 Copayment per visit	60%
Outpatient Physical, Occupational, Speech, and Cognitive Therapies, including Cardiac and Pulmonary Therapy	80%	60%
Hospital Emergency Room Copayment waived if admitted	80% after a \$250 Copayment per visit	80% after a \$250 Copayment per visit
Diagnostic Testing	80%	60%
Preventive Care Services For more information, please visit <a href="https://www.healthcare.gov/preventive-care-benefits">healthcare.gov/preventive-care-benefits</a> (Deductible waived)	100%	100%
Prescription Drugs Up to 30-day supply per prescription (Deductible waived)	At pharmacies contracting with Aetna	
	100% after:	100% after:
	Generic: \$15 Copayment	Generic: \$15 Copayment
	Preferred Brand-Name: \$45 Copayment	Preferred Brand-Name: \$45 Copayment
	Non-Preferred Brand-Name: \$70 Copayment	Non-Preferred Brand-Name: \$70 Copayment
	Preferred Specialty: 20% Copayment	

## Coverage Periods & Rates

	ANNUAL 08/01/2025 - 07/31/2026	SPRING/SUMMER (NEW STUDENTS) 01/01/2026 - 07/31/2026
Enrollment Periods	05/14/2025 - 09/09/2025	11/25/2025 - 01/31/2026
Student	\$2,506	\$1,456
Spouse	\$2,506	\$1,456
One Child	\$2,506	\$1,456
All Children	\$5,012	\$2,912

This document is for informational purposes only and does not constitute an offer of coverage, a contract, nor medical advice. It provides a general overview of plan benefits, programs, and limitations, which are subject to plan maximums, exclusions, and regulatory approval. The benefits described herein may differ from the final policy of insurance, which will be available at [american.myahpcare.com](https://american.myahpcare.com) upon approval by federal and state authorities.



# Take control of your mental well-being

Get all-in-one access to free mental health and wellness support via the Care Hub.\*



## What's included:



### Self Care

Short, self-guided wellness courses for students wanting to improve their life skills anytime, anywhere.



### Emotional Wellness Coaching

Short-term, goal-oriented intervention for students wanting self-management strategies.



### Therapy

Holistic, evidence-based care provided by a highly trained therapist who understands the student experience.



### ConnectNow

In-the-moment support and problem solving with an experienced mental health professional.



## 4.9 star rating from students

"I had nothing but positive experiences with Mantra as a whole; my therapist was amazing, the referrals were always fast and helpful, and the care navigators were great, too."

## Sign up for the Care Hub to get started!

Use your @american.edu email address.



\*Up to 8 therapy sessions per year