

Local Mental Health Resources

Please follow the steps below if your ARC primary care team has referred you to a psychiatrist, psychologist, social worker, psychiatric or mental health nurse, or licensed professional counselor.

STEP 1: CALL YOUR INSURANCE COMPANY

Contact the Member Services department for your insurance company at the number on the back of your insurance card or visit your insurance company's website for a list of in-network mental health providers.

STEP 2: KNOW WHAT YOU NEED

For a counselor/therapist, search for someone who has a PhD, LPC, MSW, LCSW, or LMFT in their credentials.

For a psychiatrist, look for a MD or DO in their credentials. Advanced practice clinicians (APCs) with PMHNP or FNP credentials can also prescribe.

HAVING A HARD TIME?

If you have any challenges finding a mental health care provider or getting an appointment with one, follow the below recommendations:

- **For plans purchased through an employer**, please reach out to your employer's HR department to discuss options like the Employee Assistance Program (EAP) and in-network options.
- **For Medicaid clients**, please contact your social worker or your local Health and Human Services department.
- **For plans purchased through the Healthcare Exchange**, please contact your plan administrator.

INPATIENT MENTAL HEALTH FACILITIES

Austin

- **Ascension Seton Shoal Creek** (*Open 24/7*)
3501 Mills Ave Austin, TX 78731
p: 512-324-2000 w: healthcare.ascension.org
- **Ascension Medical Group Seton Behavioral Health**
1301 West 38th St #700 Austin, TX 78705
p: 512-324-3380 w: healthcare.ascension.org
- **Austin Oaks Hospital**
(*Walk-ins accepted, treats ages 12+*)
1407 W Stassney Ln, Austin, TX 78745
p: 512-610-0847 w: austinoakshospital.com
- **Austin State Hospital**
4110 Guadalupe Austin, TX 78751
p: 512-452-0381 w: hhs.texas.gov
- **Cross Creek Hospital**
(*Please call for assessment, treats ages 8+*)
8402 Cross Park Dr, Austin, TX 78754
p: 888-977-0125 w: crosscreekhospital.com
- **Dell Children's Medical Center (ER)**
(*Walk-ins accepted, treats ages 6-17*)
4900 Mueller Blvd. Austin, TX 78723
p: 512-324-0029 w: healthcare.ascension.org

Austin (continued)

- **Dell Seton Medical Center (ER)**
(*Walk-ins accepted, treats ages 18+*)
1500 Red River St, Austin, TX 78701
p: 512-324-7010 w: healthcare.ascension.org
- **Psychiatric Emergency Services by Integral Care**
(*Walk-ins accepted for adults and children*)
Richard E. Hopkins Behavioral Health Building
1165 Airport Blvd., Second Floor, Austin, TX 78702
p: 512-472-HELP (4357) w: integralcare.org

Georgetown/Round Rock

- **Georgetown Behavioral Health Institute**
(*Please call for assessment, treats ages 8+*)
3101 S Austin Ave, Georgetown, TX 78626
p: 512-819-1154 w: georgetownbehavioral.com
- **Rock Springs Health**
(*Walk-ins accepted, treats ages 13+*)
700 Southeast Inner Loop, Georgetown, TX 78626
p: 512-819-9400 w: rockspringshealth.com

Call 911 or go to your nearest emergency room if you or someone you know is in immediate need of mental health services

The most important thing you can do is call your insurance plan or your employer's HR department.

Local Mental Health Resources

FOR EMERGENCIES CALL 9-1-1

HOTLINES

988 Suicide & Crisis Lifeline

24/7 access across the United States

Call or text 988 or chat on the website

w: 988lifeline.org

Austin Travis County Integral Care Crisis Hotline Travis County Integral Care

24/7 Crisis Helpline: 512-472-HELP (4357)

w: integralcare.org

- *Psychiatric Emergency Services (Austin/Travis)*
- *Austin Travis County Mobile Crisis Outreach Team*

Bastrop County Family Crisis Center Hotline

p: 512-303-7755

Bluebonnet Trails Community Services (BTCS)

24-Hour Crisis Hotline: 800-841-1255

For Appointments or Information: 844-309-6385

w: bbtrails.org/crisis-services

Hays County 24 Hour Crisis Hotline

p: 1-877-466-0660

Hill Country MDD Centers

24-Hour Crisis Hotline: 877-466-0660

w: hillcountry.org

Medicaid Mental Health and Substance Abuse Information (For CHIP, STAR, STAR+PLUS Members)

p: 1-800-600-4441

National Alliance on Mental Illness (NAMI)

Available Monday – Friday 10am-10pm EST

Text "Helpline" to 6264

p: 800-950-6264 w: nami.org

National Domestic Violence Hotline

p: 800-799-7233

Text 'START' to 88788

SAMHSA Disaster Distress Helpline

Call or text 1-800-985-5990

HOTLINES (CONT.) & ADDITIONAL RESOURCES

Texas Youth Helpline

p: 1-800-98-YOUTH (1-800-989-6884)

The Trevor Project

p: 1-866-4-U-TREVOR (1-866-488-7386)

Text 'START' to 678-678

Trans Lifeline

Available Monday – Friday 12pm-8pm CST

p: 1-877-565-8860

Williamson County 24-hour Crisis hotline

p: 1-800-841-1255

Williamson County Mobile Crisis Outreach Team

p: 512-943-3545

Ellie Mental Health

Pflugerville, Austin, Bee Cave, TX locations

p: 651-313-8080 w: elliementalhealth.com

Family Eldercare In-home Counseling

w: familyeldercare.org

The Last Resort. Where Men Recover (TLR)

24/7 Admission Hotline: 866-985-0036

Smithville & Austin, TX locations

w: lastresortrecovery.com

Lonestar Circle of Care Behavioral Health

w: lonestarcares.org

Nurtured TX

w: nurturedtx.org

Senior Adult Specialty Healthcare

w: senioradults.net

Summit Mental Health Clinic

w: summitmentalhealth.com

Televero Health

(Must be referred by your ARC primary care team)

w: televerohealth.com

Learn more on prioritizing mental health for total well-being here!

