

KidCare/Healthy Kids:

By Phone: Look at your insurance card and call the customer service number on the back.

- A. If no number is listed, access the insurance by calling 1-888-540-5437 or the Healthy Kids/Staywell Health Plan at 1-866-698-5437.

Online: Access:

www.floridakidcare.org

- A. On the website, click the tab labeled, “*Data and Resources.*”
- B. On the next page, click “*Florida Healthy Kids.*”
- C. On the next page, click “*Providers.*”
- D. This will lead you to a list of HMO’s and you can select your provider. This will take you to the provider’s webpage.



School Counselors vs. Mental Health Counselors

School Counselors:

- Are school leaders who advocate for student academic, career, and personal success through the implementation of a comprehensive school counseling program
- Deliver classroom guidance lessons targeting developmentally appropriate competencies
- Meet with students individually
- Provide responsive services, like group counseling, parent and teacher consultation
- Make referrals to other services both inside and outside of the school environment

Licensed Mental Health Counselors:

- Promote mental health and growth while focusing on their client’s strengths
- Strive to consider every part of their client’s unique physical, psychological, social, and spiritual world
- Assist individuals, families, couples, and groups with mental health issues and/or situational difficulties
- Can address a variety of issues, from parenting or career skills, to problems among family members and/or couples, to the prevention and treatment of alcohol and substance abuse, and the treatment of disorders of mood, personality, adjustment, or behavior

*Adapted from Accessing Private Insurance for Mental Health Services, created by the Social Workers of The School District of Osceola County, Florida.

Tips for Parents:

Accessing mental health services through private insurance



From your School Counselor



Counseling provides not only the opportunity for additional learning experiences, but also gives your child the chance to refine and address his or her goals. Individual counseling gives children a chance to express themselves and improve their functioning and sense of fulfillment.

By Phone:

Step 1: Look at your insurance card and call the customer service number listed on the back.

- A. Call the customer service number and ask the insurance company about their process for accessing Mental Health services. A referral may be needed from your primary care doctor.
- B. Ask the insurance company for a list of mental health providers in your area that will accept your insurance.
- C. Have your insurance ID number to help the insurance company access your particular plan.

Step 2: Call the Mental Health or Behavioral provider that was given to you by the insurance company and verify that they accept your insurance.

- A. If they do, make an appointment with the provider for services.
- B. If they do not, continue to the next Mental Health provider on the list and ask them if they accept your insurance.
- C. If they do not, repeat step 2B

By Internet:

Step 1: Access your private insurance's website (for example, www.cigna.com, www.uhc.com, www.bcbsfl.com, etc.) by finding the website address on your insurance card.

- A. If the website is not on the insurance card, use an internet search engine to locate the private insurance company online. (for example, Google, "Cigna mental health provider directory.")

Step 2: After finding the website, read the instructions provided to navigate the site and locate a list of Mental Health providers in your area.

