



PORTLAND • GORHAM • LEWISTON • ONLINE

July 30, 2020

Dear Student:

This fall, the USM Counseling Service will begin billing your health insurance for counseling appointments that involve treatment for adjustment issues to college and mental health conditions. This change has come about to help the department create revenue to support the increasing demands for service and the need for more resources. A number of university counseling centers bill for their services as demand for university mental health services has increased over the last decade.

When you make an appointment you will be reminded to bring your insurance card and the front desk will ask for your insurance information and make a copy of your card just as you would if you were coming for a health appointment. If you are making a zoom appointment and don't plan on coming in, we will ask you to take a screenshot of both sides of your insurance card and email it to us at our general email address: ([usmhealthcounseling@maine.edu](mailto:usmhealthcounseling@maine.edu)).

If you are on your parent's insurance plan and have concerns, we would be happy to discuss the issue of billing with you. Your privacy is of the utmost importance to us.

If you are concerned about co-pays, we suggest you contact your insurance company to get the most accurate answers about your deductible and co-pay requirements.

Currently, Counseling Services is offering teletherapy during the pandemic. If we are going to continue to do teletherapy in the fall we will bill under teletherapy service codes.

We are sending you a [Frequently Asked Questions](#) sheet that might help answer some typical questions. Feel free to give us a call over the summer if you have any questions.

Take care, stay well, and we will see you in the fall.

Sincerely,

Liza

Liza Little, Psy.D., Director of Counseling Services  
105 Payson Smith Hall  
University of Southern Maine,  
Portland, Maine 04104