

## Student Mental Health Program [SMHP]

### Who is Covered

- Students registered at Richard Milburn Academy.
- Students are encouraged to self-refer for services. However, parents and legal guardians can refer children for Program services. Academy staff can contact the Program for advice for individual or group student issues; only non-confidential information can be provided to Academy staff by the Program.
- Contact information follows in this piece.

### What is Covered

- **Counseling** and related services are **confidential**. Parents and legal guardians must authorize counseling and participate as required by the therapist.
- **Counseling** can involve Crisis Situations, Scheduled Counseling, or Referral to Other Services. **Crisis situations** are those in which the student requires immediate assistance, including talk therapy, or intervention in a threat to self or others. **Scheduled counseling** is the most common of our services [more below]. Referral to Other Services involves directed admission to higher level of care [medical provider, hospitalization, etc.].
- **Scheduled Counseling** offers up-to-6 free sessions with SAPTS network providers. Counseling sessions are available per problem per contract year. Students can choose counseling face-to-face near where they live or work, virtually, or telephonically. Scheduled counseling must begin with contact from the student to SAPTS; there is no reimbursement for counseling outside of that authorized by SAPTS.
- **Personal Care** is for *non-counseling issues* and is offered at no-cost to parents and legal guardians. Personal Care covers, but not limited to, Legal, Personal Financial Management [budget, credit card debt, mortgage planning]; ID Theft Recovery; Child & Elder Care; Wellness; Travel; Pet Care; Discount Shopping; and Legal [not employee / employer conflicts]. Legal services include free 30-minute consultations [in office or by telephone], and 25% discount from published fees of network attorneys if you retain them.

### How to Access Services

- **Counseling and Personal Care** are available **24 hours / 365 days live.**
- **Telephone – 1-866-849-1687**
- **Website – [SAPTS Link](#)**

Link is located on “Student Portal” [please contact your Student Advisor department for further assistance]

- **Mobile App -**

Access App Store on IOS or Google Play on android

Search “iConnectYou” and download the app

Once downloaded, open the app and follow-on screen instructions

Password is “199776”

### When You Contact SAPTS

- Expect prompt, professional response and follow-through for services.
- Calls for Scheduled Counseling will ask your name, school, basic demographic information, description of problem, and choice of face-to-face or virtual counseling. If face-to-face, where? Within 3 business days, SAPTS will email you a list of network providers with confirmed dates & times of appointments. When you have selected your provider and appointment, advise SAPTS for us to promptly authorize treatment.
- If virtual counseling, SAPTS will advise you within 3 business days of a confirmed appointment.
- Second and later appointments are made between the student and the provider.

### Service Concerns

- For any reason, you feel that SAPTS has not properly served your needs as described above, or have a comment about providers, contact the Program at 1-866-849-1687.