

# 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 Medical Group Seton Behavioral Health**  
1301 West 38th St #700 Austin, TX 78705  
p: 512-324-3380 w: [healthcare.ascension.org](http://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](http://austinoakshospital.com)
- **Austin State Hospital**  
4110 Guadalupe Austin, TX 78751  
p: 512-452-0381 w: [hhs.texas.gov](http://hhs.texas.gov)
- **Cross Creek Hospital Together with Ascension**  
(Please call for assessment, treats ages 8+)  
8402 Cross Park Dr, Austin, TX 78754  
p: 888-977-0125 w: [crosscreekhospital.com](http://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](http://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](http://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](http://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](http://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](http://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](https://988lifeline.org)

### **Austin Travis County Integral Care Crisis Hotline Travis County Integral Care**

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

w: [integralcare.org](https://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](https://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](https://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](https://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](https://elliementalhealth.com)

### **Family Eldercare In-home Counseling**

w: [familyeldercare.org](https://familyeldercare.org)

### **The Last Resort. Where Men Recover (TLR)**

*24/7 Admission Hotline: 866-985-0036*

*Smithville & Austin, TX locations*

w: [lastresortrecovery.com](https://lastresortrecovery.com)

### **Lonestar Circle of Care Behavioral Health**

w: [lonestarcares.org](https://lonestarcares.org)

### **Nurtured TX**

w: [nurturedtx.org](https://nurturedtx.org)

### **Senior Adult Specialty Healthcare**

w: [senioradults.net](https://senioradults.net)

### **Summit Mental Health Clinic**

w: [summitmentalhealth.com](https://summitmentalhealth.com)

### **Televero Health**

*(Must be referred by your ARC primary care team)*

w: [televerohealth.com](https://televerohealth.com)

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

