Contacting a Therapist

This handout is designed to help walk you through the steps of selecting a contacting a therapist.

1. What questions can I ask when contacting a therapist?
   a. Once you have a list of potential providers, it is recommended that you contact 2-3 of them for a brief phone call before setting up your initial in-person therapy appointment. This will allow you an opportunity to find someone who you feel comfortable with.
   b. Questions you may wish to ask during the phone screening include:
      i. Are you accepting new clients?
      ii. Do you work with my insurance?
      iii. How do you work as a therapist?
      iv. It is acceptable to state that you are “on a budget” and would like to know what the fees are for the initial appointment and for therapy appointments. You may also ask if they work on a “sliding scale” (reduced session price dependent on client’s financial status).
      v. Remember to bring your health insurance card to your first appointment.

2. How do I leave a message for a therapist?
   a. Name
   b. A little about yourself (ie. UHart student)
   c. Why you are seeking therapy (ie. depression, anxiety)
   d. Your insurance provider
   e. Your contact information

Example message:
Hi, my name is Jane Doe and I’m a student at the University of Hartford. I am hoping to attend therapy to help with my anxiety and depression, and have Aetna insurance. I would love to speak to you and can be reached at 123-456-7890. I look forward to speaking with you soon.