

Mental Health Resources



Faculty and Staff Assistance Program (FSAP)

The Cornell FSAP is a free, confidential program to help individuals resolve concerns that may impact their personal and/or professional lives. Through counseling, consultation, and referral services, the counselors provide care to meet the unique needs of those they serve. Services are available in-person, by phone, and via telehealth.

To learn more or request an appointment, visit fsap.cornell.edu, email fsap@cornell.edu, or call 607-255-2673. FSAP is located at 15 Thornwood Drive, Suite 4, Ithaca, NY near the Ithaca Tompkins International Airport.

Bree Health Confidential Counseling Services

[Bree Health Confidential Counseling Services](#), formerly known as eni, provides services to eligible Cornellians at no cost for up to three visits. The program is available 24 hours a day, seven days a week. Licensed professionals are available by phone or in-person. The counselor will ask a series of questions, including your name and identification, and perform a structured assessment of your situation to determine the best level of care. You may be able to resolve your concern issue during this phone call or be referred to a counselor in your area. Bree Health locates the most appropriate counselor for your needs and comfort level in coordination with your medical coverage plan.

To reach a counselor, call 1-800-327-2255.

Counseling Services Through Your Health Plan

Endowed Health Plans

Aetna - Cornell Plan for Healthy Living

In-person and telehealth counseling services are available. Aetna currently covers telehealth counseling services at 100% (in-network). Co-pays for in-person counseling appointments apply.

- To find a provider: Log in at aetna.com - Click on "Find Care and Pricing." Search "Mental Health" to see a list of providers, or call Aetna at 800-424-4047 (TTY: 711) for assistance.
- In addition to in-person counseling, you can access telehealth programs. Teladoc* Behavioral Health (nationwide): Aetna's doctors virtually diagnose, treat and prescribe Rx for non-emergency conditions via phone, web interface or mobile app. Members must first pre-register at [Teladoc.com](https://teladoc.com) or call 855-835-2362 to schedule a video consultation with a psychiatrist, psychologist, or licensed counselor. These providers may not be local and may be for short- or long-term counseling.

**Deductible and coinsurance apply for Teladoc and Aetna High Deductible Health Plan with the HSA for all Telehealth services received.*

Contract College Health Plans

EMPIRE PLAN

Carelon (formally Beacon Health), provides coverage for medically necessary inpatient and outpatient care through a network of participating providers; medically necessary non-network services are also covered. To ensure you receive the highest level of benefits before you seek mental health or substance use care, call Carelon at (877)-769-7447, Option #3 for the Mental Health and Substance Abuse program, then Option 3 for enrollee, and Option 3 again for the Clinical Referral Line. This service is confidential and available to you 24 hours a day, every day of the year. For more information, please visit [Carelon/Empireplan](https://www.carelon.com/empireplan).

- **TalkSpace by Carelon:** Telehealth therapy with a licensed provider via private message and live video. Engaging with a Talkspace provider is subject to the same co-pay that would apply to an in-person visit. To get started, register to confirm benefit availability, complete the QuickMatch process, select a provider, and make your payment "Empire Plan - Talkspace."
- **LiveHealth Online:** LiveHealth allows you to access care on your smartphone, tablet, or personal computer with a board-certified doctor or licensed therapist. A \$25 copay applies for in-network providers. If using out-of-network providers, reimbursement is 80% of reasonable and customary charges after deductible. Register at [LiveHealth Online](https://www.livehealthonline.com) using your Empire Plan identification number and name exactly as they appear on your identification card.

HMO-BLUE

Wellframe can be accessed through [HMOBlue Member Log In](https://www.hmo-blue.com/member-log-in) to text securely and privately connect with a Behavioral Health Care Manager. To ensure you receive the highest level of benefits before you seek mental health or substance use care, call HMO Blues Care Management Team at 800-277-2198. More information is available at [Manage Your Health Excellus BlueCross BlueShield](https://www.hmo-blue.com/health-excellus-bluecross-blueshield).

- **MDLive:** HMO-Blue CNY participants can access care through MDLive for some behavioral health conditions with a board-certified doctor or licensed therapist. A \$25 copay applies for in-network providers. Instructions on registering and scheduling a visit can be found at [MDLive](https://www.mdlive.com).

MVP

GIA, offered through MVP, expertly assesses your needs and refers you to the proper care. To ensure you receive the highest level of benefits call MVP at 888-687-6277. This service is confidential and available to you 24 hours a day, every day of the year. For more information, please visit [Behavioral Health - MVP Health Care](https://www.behavioralhealth-mvp.com).

- **MyVisitNow:** MVP offers myVisitNow which connects you with in-network providers such as a board-certified doctor or licensed therapists. A \$25 copay applies for in-network providers. To register, log in at [MVP Health Care](https://www.mvphealthcare.com), and click on "My Account."

Community Resources

Whether you're facing mental health struggles, emotional distress, or just need someone to talk to, help is available.

Tompkins County Mental Health Clinic

The clinic provides services to all those who live, work, or go to school in Tompkins County. Treatment may include individual, couples, family or group therapy as well as medication support.

www.tompkinscountyny.gov/All-Departments/Whole-Health/Mental-Health-Services/Mental-Health-Clinic
607-274-6200

Suicide Prevention & Crisis Service (SPCS) of Tompkins County

SPCS provides compassionate support to individuals in crisis, 24/7, every day of the year.
607-272-1616 | [ithacacrisis.org](https://www.ithacacrisis.org)

Not located in Tompkins County?

Find your local resources by visiting the New York Office of Mental Health directory at [omh.ny.gov](https://www.omh.ny.gov).

National Suicide & Crisis Lifeline:

- Call #988
- Chat at [988lifeline.org](https://www.988lifeline.org)
- Text HOME to 741741

24/7 Mental Health Support

Additional local and national resources offering 24/7 support are available at [mentalhealth.cornell.edu/24-7-help](https://www.mentalhealth.cornell.edu/24-7-help).

