



# Rhodes College

## LynxConnect Resources

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Please visit [Rhodes College ALC | Telehealth](#) for a full list of resources available to Rhodes College students.

#### **24/7 In the Moment Counseling (ASAP)**

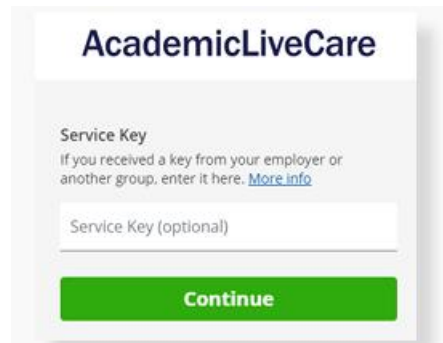
ASAP provides students with 24/7 telephonic access to a master's level counselor. This program is designed for both crisis and non-crisis situations when a student may need No table of contents entries found.assistance. Students can call 1 (855) 850-4301 anytime to receive immediate support.

In addition, the ASAP website ([Student Life Resources](#)) has numerous resources, articles, self-assessments, etc., geared towards students. Students can use Company Code 'AHP1' to access these benefits.

#### **Therapy & Psychiatry Telehealth Benefits**

As a LynxConnect (powered by AcademicLiveCare) member, students have access to 12 telehealth therapy & 6 psychiatry sessions per academic year.

When students first create their telehealth account, they will enter 'RHODES' as the service key (see image below) which will open up both Therapy and Psychiatry provider access. The service key is only needed when the account is created.



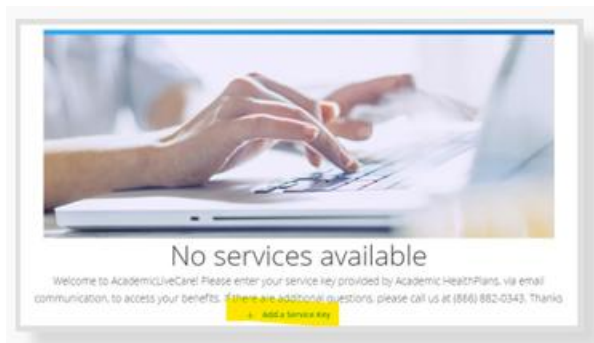
**AcademicLiveCare**

**Service Key**  
If you received a key from your employer or another group, enter it here. [More info](#)

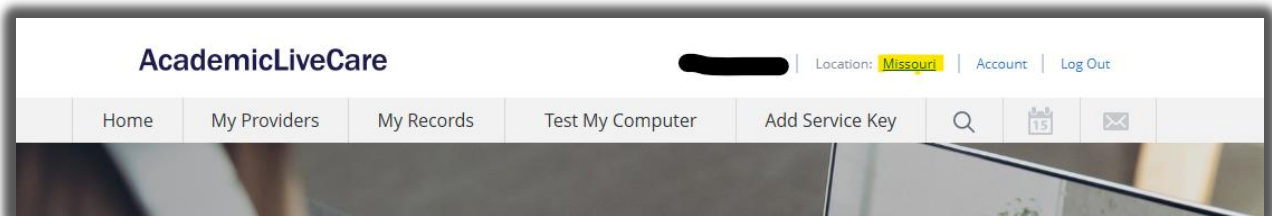
Service Key (optional)

**Continue**

If students see a “No services available” message (see the following image) when trying to schedule a visit, this indicates that the service key was not applied. Students should click the ‘Add a Service Key’ link at the bottom (highlighted in yellow) and type in ‘RHODES’.

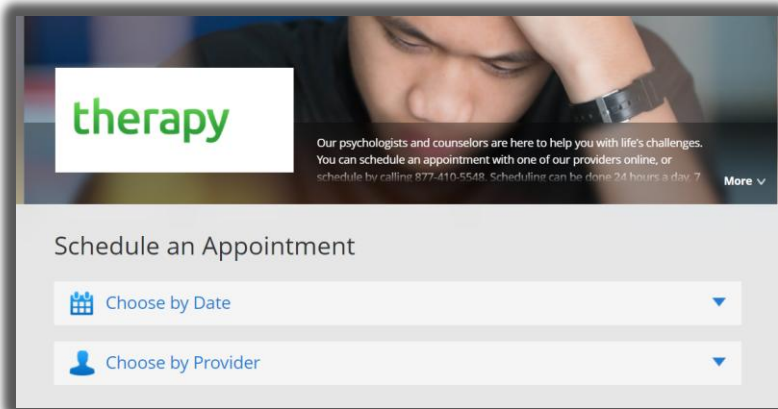


Regulations require that all care be delivered by a provider who is licensed and appointed in the state where the student is physically located at the time of the appointment. Students will indicate their current location by selecting their state within the Location section (top of the screen). For example, if a student has a provider while on campus in Tennessee, but returns home for break in another state, they will need to select a provider in their home state.



Many providers are licensed in multiple states, so it is possible a provider will be able to continue to see the student. Students should talk to their provider about the treatment plan if they are planning to move out of state. If not, the student may select a different provider while at home. That provider will have access to the student’s health records to ensure continuity and high quality care.

Students may select a therapist or psychiatrist and schedule an appointment using the provider search tool. Therapists or Psychiatrists can be selected based on their profile or by date/availability.



The image shows a web interface for scheduling a therapy appointment. At the top, there is a banner with a person's face and the word "therapy" in green. Below the banner, there is a section titled "Schedule an Appointment". Under this title, there are two dropdown menus: "Choose by Date" and "Choose by Provider".

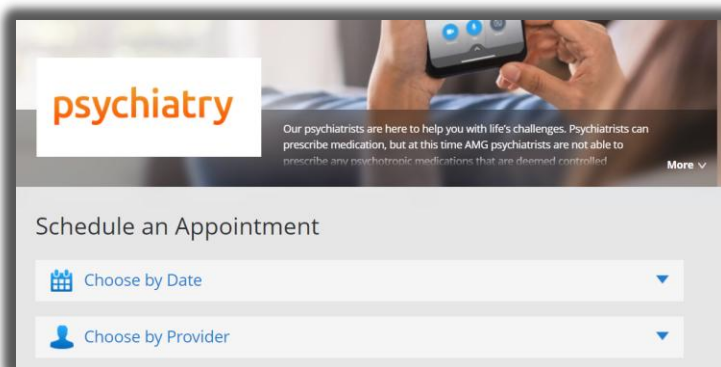
therapy

Our psychologists and counselors are here to help you with life's challenges. You can schedule an appointment with one of our providers online, or schedule by calling 877-410-5548. Scheduling can be done 24 hours a day, 7 days a week. [More](#)

Schedule an Appointment

Choose by Date

Choose by Provider



The image shows a web interface for scheduling a psychiatry appointment. At the top, there is a banner with a person's face and the word "psychiatry" in orange. Below the banner, there is a section titled "Schedule an Appointment". Under this title, there are two dropdown menus: "Choose by Date" and "Choose by Provider".

psychiatry

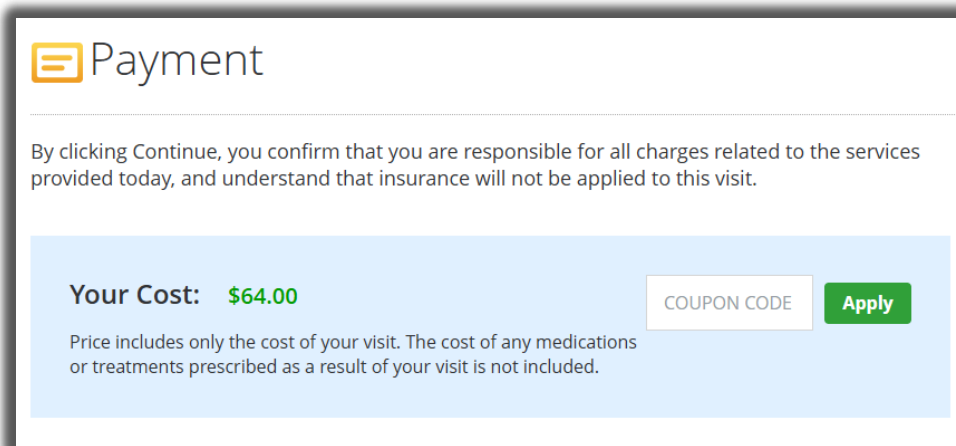
Our psychiatrists are here to help you with life's challenges. Psychiatrists can prescribe medication, but at this time AMG psychiatrists are not able to prescribe any psychotropic medications that are deemed controlled. [More](#)

Schedule an Appointment

Choose by Date

Choose by Provider

Before every scheduled therapy or psychiatry visit, the student must enter 'RHODES' as the coupon code to zero out the visit cost.



The image shows a payment confirmation screen. At the top, there is a header with the word "Payment" and a checkmark icon. Below the header, there is a paragraph of text: "By clicking Continue, you confirm that you are responsible for all charges related to the services provided today, and understand that insurance will not be applied to this visit." Below this text, there is a light blue box containing the text "Your Cost: \$64.00". To the right of this text, there is a "COUPON CODE" input field and an "Apply" button. Below the "Your Cost" text, there is a paragraph of text: "Price includes only the cost of your visit. The cost of any medications or treatments prescribed as a result of your visit is not included."

Payment

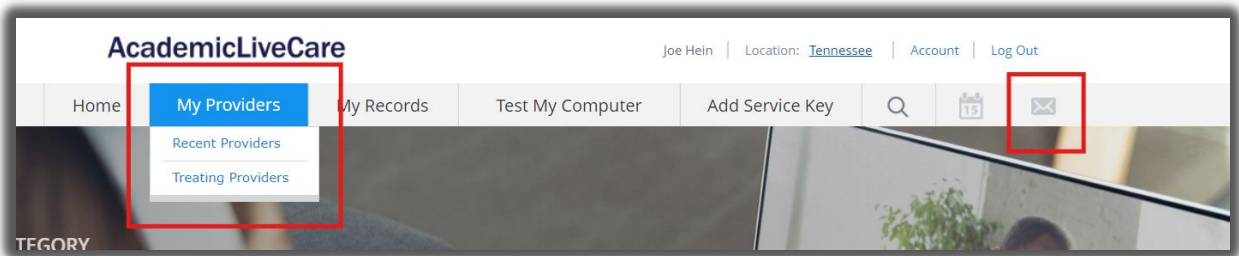
By clicking Continue, you confirm that you are responsible for all charges related to the services provided today, and understand that insurance will not be applied to this visit.

Your Cost: **\$64.00**

COUPON CODE [Apply](#)

Price includes only the cost of your visit. The cost of any medications or treatments prescribed as a result of your visit is not included.

Once a student has completed a visit, the therapist or psychiatrist may offer to coordinate the scheduling of a follow-up session. Should a student need to reschedule or contact the provider, they can do so by contacting them through the secure messaging feature on the platform. This can be found under My Providers, and/or the envelope icon on the top right side of the platform.



## **Provider Change**

Should a student wish to change or see a different therapist, they may do so at any time. The student can simply select a different therapist using the provider search tool.

If a student decides they need to change psychiatrists, they must start by contacting AcademicLiveCare at [866-882-0343](tel:866-882-0343) to make a request. Due to the nature of medication management and to ensure the safety of our patients, this step is required to ensure a safe transfer of treatment and medication management to a new provider.

## **Prescription Refills**

If a student has any issues filling a prescription from their psychiatrist, they can message their provider using the secure messaging platform. If the request is urgent, the student may also contact AcademicLiveCare at [866-882-0343](tel:866-882-0343) and ask a member of the support staff to assist in getting the prescription to the pharmacy.