

UT SHIP Mental Health Resources

The University of Texas System

To access more information on the services in this document, please go to <https://utsystem.myahpcare.com/>, select your institution, then click 'Benefits'.



Academic Emergency Services

Academic HealthPlans and your school have you covered while studying or traveling away from home. To ensure you have immediate access to assistance if you experience a travel related crisis, Academic HealthPlans has included Academic Emergency Services (AES) in your Student Health Insurance Plan coverage. AES offers a wide range of services and benefits to provide everything you need to prepare for your international experience, as well as get the help or information you need in a crisis. As a participant in the student health plan, you have access to the following services and benefits when you are traveling over 100 miles from home or outside your home country:

Emergency Medical Evacuation, Repatriation and Emergency Family Assistance Services

- Emergency Medical Evacuation | Unlimited
- Medically Advisable Repatriation | Unlimited
- Return of Deceased Remains | Unlimited
- Visit by Family Member or Friend | Up to \$5,000 with 3-day hospitalization
- Return of Dependent Children | Up to \$5,000, if left unattended
- Emergency Return Home | Up to \$2,500, in the event of illness or death of family member
- Bereavement Reunion | Up to \$2,500, in the event of death of the student
- Return of Personal Belongings | Up to \$1,000, in the event of evacuation or death
- Accidental Death and Dismemberment | \$25,000

Medical, Travel, Safety, and Legal Assistance

- Pre-travel information portal
- Physician referrals outside of the U.S.
- Medical monitoring during an emergency evacuation to ensure adequate care
- Prescription assistance
- Luggage lost in transit
- Passport replacement assistance
- Emergency travel arrangements
- Emergency translation assistance and/or interpreter referral
- Legal referral
- Security / Political evacuation coverage
- Natural disaster evacuation coverage
- Emergency reunion (3-Day Threshold)

For students to open a case:

If in need of medical or travel assistance, regardless of the nature or severity of your situation, please contact AES 24 hours a day, 7 days a week.

Toll Free: 1 (855) 873-3555

Outside the US: 1(610) 263-4660

Email: assistance@ahpcare.com

Group ID: GHS9999AHPCO

Membership Type: Global Medical & Travel Assistance Services

MDLIVE

With your virtual visits benefit, provided by Blue Cross and Blue Shield of Texas (BCBSTX) and powered by MDLIVE, the doctor is in 24/7/365. Virtual visits allow you to consult an independently contracted, board-certified doctor or therapist for non-emergency situations by phone, mobile app or online video anytime, anywhere. Speak to a doctor or schedule an appointment at a time that works best for you.

MDLIVE doctors can treat a variety of non-emergency conditions, including:

- Allergies
- Anxiety & Depression
- Asthma
- Cold / Flu / Fever
- Depression
- Ear Infections
- Fever / Headache
- Insect Bites / Rashes
- Nausea
- Pink Eye
- Sinus Infections
- Stress Management

Contact MDLIVE

- Phone: 866-680-8646
- Visit MDLIVE.com/bcbstx
- Text BCBSTX to 635-483
- [Download the MDLIVE Mobile App](#)

Learn to Live

As an AcademicBlue member, you have access to the mental health resources offered by Learn to Live. These digital tools are accessible anytime, anywhere to help you tackle life's challenges:

- Stress
- Anxiety, Worry
- Depression
- Social Anxiety
- Insomnia
- Substance Use

Visit [Learn to Live](#) and enter access code "UT" to learn about available resources.

Academic Student Assistance Program (ASAP)

The ASAP - Academic Student Assistance Program includes a variety of benefits aimed at protecting your physical, mental, and financial wellbeing, including:

- Round-the-clock support from a Care Center staffed by qualified and experienced professionals
- Free and confidential services accessible via phone, video, private chat, text, or email
- Mobile app for immediate access and interactive multi-lingual website
- Wellbeing, physical, and behavioral health risk assessments
- Unlimited assessment, counseling, and individual crisis intervention
- Support for stress, depression, family and relationship concerns, and substance abuse
- Verified referrals to community programs and resources
- Legal, financial, and identity theft consultations and resources

For more information:

- Visit <https://myahpcare.personaladvantage.com>
- Download the LifeMatters mobile app and enter “AHP1” as the Company Code
- Call 1 (855) 850-4301 to speak to a counselor

24/7 Nurseline

Around-the-Clock, Toll-Free Support (Available in English and Spanish). The toll-free Nurseline can help you or a covered family member get answers to health problem questions, such as:

- Asthma or chronic health issues
- Dizziness or severe headaches
- High fever
- Cuts or burns
- Sore throat

Call 1 (800) 581-0368 to get the information you need, just when you need it.