

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

- Medical Evacuation | Unlimited
- Medical Repatriation | Unlimited
- Repatriation of Mortal Remains | Unlimited; up to a maximum of \$3,000 for the immediate family to use for expenses associated with traveling to a funeral or actual funeral related expenses such as an urn, casket, coffin, burial or funeral expenses and up to a maximum of \$2,500 for air travel expenses for a family member/companion to join the insured's body during the repatriation
- Emergency Family Travel Arrangement for a family member or friend to visit student, up to \$10,000 with 3-day hospitalization, limit to \$300 per day for lodging and a limit to \$50 per day for daily meals
- Return of Dependent Children | Up to \$5,000, if left unattended
- Emergency Family Reunion Arrangements | Up to \$10,000, in the event of illness or death of family member
- 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
- Political Emergency and Natural Disaster Evacuation Coverage
- Emergency reunion (3-Day Threshold)

****Benefits and services described above are available when you are traveling over 100 miles from home or outside your home country, this 100-mile limitation does not apply to the Accidental Death & Dismemberment benefit and the Repatriation of Mortal Remains benefit.**

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

AcademicLiveCare (ALC)

With AcademicLiveCare (ALC), University of Texas students can initiate on-demand virtual visits with medical professionals on their smartphone, tablet, or computer for FREE!

Licensed therapists and psychiatrists are available by appointment to provide counseling or medication management for anxiety, depression, life changes, stress, and more.

For common medical conditions such as sinus infections, fevers, and allergies, doctors can be available in minutes to assess your symptoms and provide a treatment plan.

Contact

- Phone: 1 (866) 882-0343
- Visit academiclivecare.com
- Request Support at academiclivecare.com/request-assistance/

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 at learntolive.com/welcome/academicblue 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 myahpcare.studentlifeservices.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.