How to Request a Mental Health Visit

1. Log into the HY app or online member portal.
2. From the Dashboard, click "Request a Visit Now" and select your name.
3. Choose the country and state you are domiciled in.
4. Select "Mental Health" and enter an emergency contact.
5. Select “Great, let’s get started” to go through a questionnaire that will filter the provider list to accommodate your preferences or select “No thanks, see all providers” to see a list of all providers.
6. Once you’ve selected your provider, please choose from one of their available appointment times. This will be a confirmed appointment, once the request has been submitted. If the provider is not sharing their calendar, you will be asked to select three appointment times that work for you and within 72 hours, the provider will review and respond to your request. Please check your email and message center for updates on the status of your requested visit.
7. Answer the emotional health questionnaire, enter your best contact phone number, and submit the request!
8. After submitting your request, you will see a confirmation screen either confirming your appointment (as shown) or letting you know the provider is reviewing your request.

*Please make sure you have provided your current contact phone number for your scheduled visit.

Download the HY app today!  📲 | 📱

No Smartphone? Visit telehealth4students.com or call the Hotline: 855.870.5858