Counseling Services
Center for Student Health & Counseling
REFERRAL GUIDE
-PSU Student Health Insurance Plan-

You are being referred to an outside provider for services. The following steps will help guide you through the referral process:

1. **Find an Aetna Preferred Provider**: You will need to find a behavioral health provider in the Aetna Preferred Provider Network. Please see below for step-by-step instructions on how to access the Aetna DocFind on-line tool.

2. **Schedule an appointment**: Once you have been given a list of providers through the Aetna DocFind on-line tool you can begin calling to find a provider who is accepting new clients.

3. **Request a records release** (only if you are an established patient with Counseling Services and transferring care): Once you have made your appointment, please complete a Release of Information (available on our website or at SHAC) to have your records released to your new care provider. You will need to provide us with the name of your clinician, their address and fax number. Please be aware that we cannot release any records that were not generated at our office. If you need to have records transferred from any previous provider to your current specialist you will need to request the transfer directly from the previous provider’s office. Release of records may take up to seven business days to process.

**SHAC has an Insurance Team here to help!**
Contact them at insurancehelp@pdx.edu OR by calling 503-725-2495.
Navigating the Aetna DocFind Website

Follow these steps to locate a behavioral health provider with the Aetna Preferred Provider Network:

1. Got to [https://wfis.wellsfargo.com/psu](https://wfis.wellsfargo.com/psu)
2. In the left hand column, select: “Find a Doctor or Hospital”
3. Click on the link titled “Aetna DocFind Website”
4. Another page will appear to warn you that you are leaving the Wells Fargo website.
5. In the middle of the page, click “Enter DocFind”
6. In the middle of the page, click “Continue to DocFind”
7. Under “Geographic Information” select “Zip” and enter your Zip Code
8. Enter the furthest distance you are willing to travel
9. Under “Provider Category” use the drop-down arrow and select “Behavioral Health”
10. Under “Provider Type” drop-down arrow and select “Behavioral Health Providers”
11. Under “Plan” use the drop-down arrow and select “Student Health Plans”
12. Lastly, click “Start Search”

**Please Note:** Just above the “Start Search” button there is a “More Options” button that allows you narrow your search by gender, language, age, specialty, or by hospital affiliation. If you are looking for a specific provider by NAME you would go through steps 1-11, click “More Options,” and then click “Start Search.”