

care solace.

It's *okay* to ask for help

Care Solace connects students, staff, and their families to care. **At no cost to you, Care Solace will quickly and confidentially find available mental health and substance use providers matched to your needs.**

Find the right help at the right time.

24/7/365 Multilingual support

A multilingual team is available 24/7/365 to help you understand options, call providers on your behalf, and schedule an appointment.

Care regardless of insurance

Connect to care with any coverage including Medicaid, Medicare, and sliding scale options for those without insurance.

Easy access to care

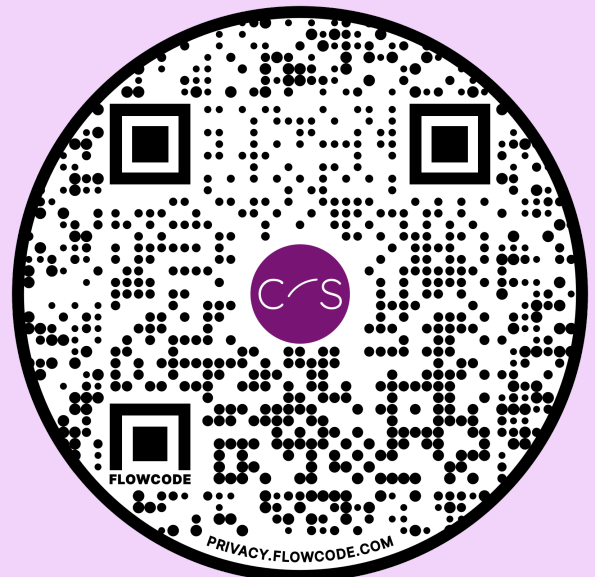
Use Care Match, the self-serve website, to find a provider or services on your own.

Please note: Care Solace is not an emergency response service or mental health services provider. In the event of a life threatening emergency, call 911 or the Suicide and Crisis Lifeline at 988.

Call (888) 515-0595

or go to

[caresolace.com/
madison](https://caresolace.com/madison)





Our goal is to find you available providers matched to your needs. Here is what to expect:

Step 1: Screening

Complete our screening form online or by phone call. (Please note: Care Companions will contact you from the number 888-515-0595 during the care coordination process.)

Be prepared to provide the following information:

- Basic contact information for client and guardian (if applicable)
- Insurance provider and plan
- Brief description of what client is experiencing
- Type of service desired*

Care Solace can connect you with:

- Therapy
- Couples/family counseling
- Psychiatry
- Intensive outpatient program
- Partial hospitalization program
- Residential / inpatient program

The speed of connection is affected by how quickly you respond to us.

Step 2: Matching

This step may take several days.

We will:

- Seek out providers on your behalf and keep you updated via text or email along the way
- Call you to present at least two options
- Offer to assist you in scheduling your appointment

Families have voice and choice. Let us know what is and isn't working for your unique needs.

Step 3: Check In

We will:

- Touch base after your appointment about your satisfaction with the provider match
 - If the provider isn't a good match, let us know so we can continue searching
- Answer questions every step of the way

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