

Transition of Care 2025-2026 Handout

Welcome to CWRU! We are thrilled that you are part of our campus community. While it can be very exciting to start this new chapter of your life, we also understand that these transitions can be challenging for anyone. Our hope is that this handout provides you with information about transitioning any mental health or medical care from your providers at home to the Cleveland area, as well as providing information to you on what supports and services we offer that may be helpful to you.

UHCS welcomes you to CWRU!

UHCS Provides Medical and Mental Health Support

UHCS provides *both in-person and telehealth* medical and mental health care for students enrolled at Case Western Reserve University, CIA, CIM, and KSU School of Podiatry. Our interdisciplinary team includes physicians, psychiatrists, psychologists, nurse practitioners, social workers, counselors, nurses, medical assistants and athletic trainers available for our varsity student athletes. We value a collaborative, holistic approach to treating the mind and body.

Appointments with UHCS are at no additional cost to you making UHCS a great option for your care. If you require any specialized treatment or services, we can support you and ensure you get connected to the care you need in the community. If you are unsure where to go or what providers to contact, make an appointment or reach out to us and we can help!

Health Services

Health Services offers a wide range of medical services, including:

- Primary care
- Nutrition
- Mental health
- Illness and injury
- Sexual and reproductive health
- Occupational health

Students who need assistance with transitioning or establishing *medical* care with a local provider should send a secure message to **Laura Fernandez, RN**, through **myhealthconnect.case.edu**.

Counseling Services

Counseling Services offers short-term, brief therapy at UHCS which includes 12 counseling sessions per academic year. Providers can typically meet with clients every 2-3 weeks. If you are looking for a therapist to meet with more frequently, we can help connect you to the right fit in the community.

Students who need assistance with transitioning or establishing *mental health* care with a local provider should send a secure message to **Hillary Jones, LPCC-S**, through **myhealthconnect.case.edu**.

TimelyCare

We are proud to be partners with TimelyCare since January 2021. They are an extension of UHCS and offer similar services via telehealth to support students. They are available 24/7 and can support students in and out of Ohio. There is no cost to this service for any student enrolled at Case Western Reserve University, Cleveland Institute of Art, Cleveland Institute of Music, and KSU Podiatry students. Please note: students must be in the United States to utilize Scheduled Counseling or Medical visits. Talk Now is available internationally.

TimelyCare services include:

- Talk Now- 24/7 in the moment mental health support
- Scheduled Counseling- scheduled visits with a licensed counseling, including night and weekend availability
- Medical Visits- 24/7- on-demand and scheduled visits with a licensed medical provider
- Workshops and classes- On-demand and live workshops and classes including yoga and meditation.
- Peer Community - is a safe space to anonymously express yourself and share your thoughts, feelings, and emotions

To Schedule with UHCS and TimelyCare

Students and providers use [MyHealthConnect](#) to schedule appointments for UHCS, communicate via secure messages between yourself and your provider(s), manage your immunizations and more. As long as you have a network ID and password, you can access it at any time. This is where you will go to complete your Health History Form as well.

- Health Services and nurse on-call: 216-368-2450
- Counseling Services and counselor on call: 216-368-5872
- [TimelyCare](#)

Insurance and Insurance Waiver Information

Insurance can be complicated to navigate and we would like to make this transition as easy as possible. Please be sure to review the [Health Waiver Criteria](#) if you are considering waiving the student health insurance. It is crucial that you have health insurance that is effective in the State of Ohio. No one plans on an emergency, and a lack of coverage can be a very challenging stressor to navigate. All waivers are subject to audit by Case Western Reserve University & Aetna Student Health. Any student's plan found to not meet the requirements will be charged for the Student Medical Plan.

For any questions about the student health plan through CWRU, please contact medicalplan@case.edu.

Medications and Pharmacy Information

Clinicians at UH&CS can continue to prescribe most medications for students, though certain medications may require referral to a specialist. Please consider the following information, and select the best option for you:

- If you need UH&CS to write your prescription, please make an appointment to see a provider BEFORE you run out of medication. You may find directions for obtaining your prescription on our webpage, and at this link [Prescription Refill Request](#)
- If you need to transfer your prescription to a local pharmacy, a list of our nearest pharmacy locations may be found at our website, and this link [Nearest Pharmacy Locations](#)
- If you require any support for ADHD medication prescriptions, please review our [ADHD Documentation and Prescription Policy](#) if you would like more information regarding medication management for ADHD.

Disabilities and Accommodations

Should you find your medical or mental health symptoms require accommodations to support your success at CWRU, you may register with Disability Resources to discuss this process.

- To begin any accommodations with [Disability Resources](#), please go to their website.
- Scroll down and click on the tile "Getting Started" which will walk you through how to register with Disability Services and request accommodations.
- From here, you will have access to helpful information to support you in your process in requesting accommodations at CWRU.
- Care Management is available if you need any additional support with obtaining accommodations. Please send a secure message to **Hillary Jones, LPCC-S**, through myhealthconnect.case.edu if you have questions on how UHCS can assist in this process.

Additional Resources to Support your Transition to CWRU:

- [How to Plan for a Supported, Connected, Less Stressful Year by the JED Foundation](#)
- [Turning 18: What it Means for Your Health](#)
- [Mental Health College Guide by NAMI and The Jed Foundation](#)
- [Wellness Plan](#)