

UCLA Tele-Mental Health Hub

Frequently Asked Questions

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Who can receive services through the UCLA Tele-Mental Health Hub?

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The UCLA Tele-Mental Health Hub provides behavioral health services for children ages 5 and older, adolescents, and adults.

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What types of behavioral health concerns do you treat?

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Our clinicians provide assessment and treatment for a wide range of behavioral health concerns, including anxiety, depression, trauma- and stress-related disorders, ADHD, behavioral and emotional challenges, adjustment difficulties, family and relationship concerns, school-related concerns, grief and loss, and stress management.

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Do I need a referral?

A

No. Individuals seeking services are welcome to contact the UCLA Tele-Mental Health Hub directly to learn more about available services, determine eligibility, or begin the referral process.

Phone: (310) 794-4164

Email: TeleMentalHealth@dpbh.ucla.edu

Referral sources may also submit a referral form on behalf of a patient with the patient's consent.

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What insurance do you accept?

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The UCLA Tele-Mental Health Hub currently accepts Medi-Cal insurance. Patients must have active Medi-Cal coverage to be eligible for services.

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Are appointments offered virtually?

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Yes. All appointments are provided virtually through secure, HIPAA-compliant telehealth technology. Patients are typically seen on a weekly basis, although appointment frequency may vary based on clinical needs and the individual treatment plan.

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Is telehealth as effective as in-person therapy?

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Research has shown that telehealth can be as effective as in-person care for many behavioral health conditions. Our clinicians use evidence-based treatments that are adapted for virtual care.

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What services do you provide?

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Services may include comprehensive behavioral health assessments, individual therapy, family therapy, psychiatric evaluation and medication management, care coordination, and referrals to community resources.

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What evidence-based treatments do you use?

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Our clinicians use a variety of evidence-based treatments, including Cognitive Behavioral Therapy (CBT), Trauma-Focused Cognitive Behavioral Therapy (TF-CBT), Interpersonal Psychotherapy (IPT), Managing and Adapting Practice (MAP), Motivational Interviewing, Acceptance and Commitment Therapy (ACT), Dialectical Behavior Therapy (DBT) skills, Behavioral Activation, and other evidence-based interventions.

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How long does treatment last?

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The UCLA Tele-Mental Health Hub provides treatment for up to 12 months, with care plans tailored to each patient's goals and clinical needs.

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Will my primary care provider receive updates?

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For patients referred to the Antelope Valley UCLA Public Partnership (AVUPP) through High Desert Regional Health Center, our team works closely with the patient's primary care provider to coordinate care.

With your permission, we may share appropriate clinical information with your primary care provider to support an integrated approach to your behavioral health treatment.



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Is my information kept confidential?

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Yes. All services are provided using secure technology that complies with HIPAA requirements. Information is kept confidential in accordance with applicable privacy laws and UCLA policies.

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What technology do I need for a telehealth appointment?

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You will need a computer, tablet, or smartphone with a camera and microphone, a reliable internet connection, and a private location for your appointment. Our team will provide instructions before your first visit.

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Do you offer services in languages other than English?

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Services are available in English and Spanish.

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What if I am experiencing a mental health emergency?

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The UCLA Tele-Mental Health Hub is not an emergency or crisis service. If you are experiencing a mental health emergency, call 911, go to the nearest emergency department, or call or text 988 for the Suicide & Crisis Lifeline.

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How do I get started?

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Contact our team directly by emailing TeleMentalHealth@dpbh.ucla.edu or calling (310) 794-4164.

Our team will review your information, determine eligibility, and guide you through the next steps.

