Step-by-step guide on how to request an Off Campus Mental Health Provider Referral
Process to request and Off-Campus Mental Health Provider

Start

Do you have SHIP? Yes

Do you know the name of the Mental Health Community Provider you’d like to see? Yes

Message to SHIO general inbox

Message to Off Campus MH Referral Inbox

No

No
Step 1: Log into the portal

Log into the eTang patient portal: [https://etang.berkeley.edu](https://etang.berkeley.edu)

You will need to use your [Calnet ID](https://calnet.berkeley.edu) to authenticate into the portal.
Step 2: go to Messages

From the Home Page go to Messages
Step 3: Select “New Message”
Step 4: Select “Request an off-campus mental health referral”
Step 5: Select if you have SHIP
Step 6: or If you have SHIP, and know the name of the mental health provider you want to see, let us know

1. Select “A SHIP insurance referral”

2. Indicate name of the off-campus provider and send message

   I would like:
   - A list of off campus mental health providers
   - A SHIP insurance referral
   - Both

   Continue  Cancel

   Please indicate the full name of the off-campus mental health provider you would like a referral for.

   Please read and acknowledge the following statement before you send your message.
   - Responses may come in the form of a secure message or a phone call. My profile is up to date and my phone number listed in my profile on eTang is correct. **
Step 6: or If you have SHIP and want a list of available off campus providers

1. Select “A list of off campus mental health providers”

2. Fill out the questionnaire below to request a list of providers

I would like:

- A list of off campus mental health providers
- A SHIP insurance referral
- Both

[Continue] [Cancel]
Step 6: If you don’t have SHIP

Complete this form, hit send and you will be contacted by the Referral Case Manager to follow up on your referral request.