

Internal Mental Health Resources

Where to go at USC for mental health services.

Counseling at USC

USC WorkWell Center

Provides up to five sessions of confidential, brief, solution-focused counseling for personal and work-related concerns offered by licensed clinicians. Sessions are available at no cost to USC-benefitted faculty and staff. WorkWell assists employees navigating health plans for long-term therapy. Managers and HR Partners can also call for a consult on how to refer an employee.

Call 213-821-0800 from 9 a.m. to 5 p.m., email workwell@usc.edu or fill out the contact page at workwell.usc.edu/contact/.

LifeWorks

Provides up to five free sessions of confidential counseling and after-hours crisis hotline. Website also offers self-service, digital resources, is updated frequently.

Connect to LifeWorks by visiting usc.lifeworks.com and enter username “USC” and password “workwell”, download the “LifeWorks” app on [Apple App Store](https://www.apple.com/app-store) or [Google Play](https://www.google.com/play), or call LifeWorks, toll-free, 24/7 at 855-399-7353.

If you or someone you know is experiencing a medical or mental health emergency, please call 911 or go to your nearest emergency room.

USC Health Plan Resources

In addition to plan benefits, each medical plan has additional resources and programs to assist with mental health needs:

USC PPO, EPO, and EPO Plus Plan members

- Provides 25 free sessions each for members and their dependents with Lyra Health. Access licensed clinical therapists and mental health coaches by visiting usc.lyrahealth.com, emailing care@lyrahealth.com, or calling 844-495-7094.
- For questions on medical and mental health provider options, or how to determine potential costs, contact USC Health Plans at 213-740-0035 or healthplans@usc.edu.

Anthem HMO Plan members

- Provides counseling and crisis management through Anthem’s [Employee Assistance Program](#). For more information call 800-999-7222, or go to anthemEAP.com and enter your company code: Anthem California.
- Visit Anthem’s [health guide](#) for additional information or finding care.

Kaiser HMO Plan members

- Provides [mental health and wellness support](#). For 24/7 crisis intervention and urgent mental health advice, please call Behavioral Health Care Helpline: 1-800-900-3277 (TTY 711). For concerns about mental health or substance use services, call 1-800-390-3503.
- Get 24/7 emotional support with the [HeadSpace Care app](#) or call for a [mental health appointment](#).

Other Campus Resources

- [Keck Medicine of USC Care for the Caregiver](#)
- [USC Campus Support & Intervention](#)
- [USC Office of the Ombuds](#)
- [Office of Religious and Spiritual Life](#)
- [Mindful USC](#)

