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- o Scheduling first appointment (~ 2-3 week wait), assessment (~ 3 sessions)
- o Total time from scheduling first appointment to having a letter: up to 2 months
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- o Call CAPS to schedule an initial consultation (IC) and requests to meet with a counselor on the Trans Care Team (TCT) for the purpose of obtaining a letter of support for a gender affirming intervention.
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- o A goal of the first meeting is to determine if CAPS is able to provide the requested service. If CAPS is unable to, you will be referred to off campus to a provider who is able to help.
- o If CAPS is a good fit for your needs, you will meet with a counselor for about 3 sessions to gather information needed to provide a strong letter of support and to review the letter.
- o Your counselor will clarify if the letter is for the insurance company or surgeon.
 - Insurance companies often want to know that the intervention is medically necessary.
 - Doctors often want verification that you are who you say you are.
 - You may want to find out what your insurance company and/or surgeon require in the letter.
- o A diagnosis of Gender Dysphoria may be required.
 - Insurance companies often need documentation to verify that the requested intervention is medically necessary because Gender Dysphoria (the diagnosis being treated) is impeding various domains of functioning.
 - Your counselor will provide an option to not include a diagnosis and will focus instead on your experience of distress and/or impaired functioning and how or why the requested intervention is medically necessary.
- o Your counselor will ask for permission to include examples in your letter.
 - You have the right to let your counselor know if you do not want something included.
- o Your counselor will ask what pronouns you would like to use for the purpose of the letter.
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- o Your counselor will connect you with a case manager for help with off campus referrals when needed.
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- o Your counselor may request to obtain release of information forms to assist with coordination of care. (e.g., first/second letter writer, insurance company, surgeon, Student Health Services).
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- o Before your final session, your counselor will review your letter with the TCT to ensure it is strong.
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- o After consulting with the TCT, your counselor will have a final session with you to review the letter and make any changes needed.
- o Your counselor will provide you with two copies of the letter (one for you and one for the requestor).
- o You can come back if more information is needed in the letter.
- o Your counselor will discuss next steps (e.g., referrals, options for follow-up at CAPS if needed)