

Knoxville Counseling & Mental Health Resource Guide



This guide has been created by **Haven Counseling Center** to highlight options and support for those looking for resources in the Knoxville, Tennessee area. By no means does this resource guide include everything, but it does represent many of our community partners to whom we refer. We also tried to answer many questions that we find a lot of potential clients tend to ask us.

We, of course, also include information about Haven's services in this guide. Haven is a multi-provider practice that offers **counseling/psychotherapy, career assessments, therapeutic groups, and educational resources** to the Knoxville community and beyond; with a particular interest in supporting those looking for faith-sensitive resources, though we work with people from all walks of life and perspectives in ways that we desire to be safe. We work with children, adolescents, and adults of all ages. Our group is based in the Westfield Center in the Bearden area of West Knoxville. We are located on Westfield Rd, which runs between Kingston Pike and Papermill Dr, close to Soccer Taco, McKay's Books, and Whole Foods Market. We are near exit 383 off Interstate-40. Visit us at www.HavenCounselingCenter.com

If you are looking for services for yourself, a family member, or a friend, we hope that this guide will support you in in the process.

And if you are a fellow helper who works in counseling, healthcare, pastoral ministry, or any other space; we hope that this guide will empower you in creating awareness of many of the resources in the Knoxville community and can be a resource for you to share with those whom you serve.

Share this Guide freely using the link: KnoxvilleGuide.HavenHelping.com

All the best to you,

S. David Hall, PsyD

Founder & Clinic Director- **Haven Counseling Center**

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What You Are Looking For?

When people need help improving relationships, breaking free from destructive habits, and/or addressing feelings of depression or anxiety, they will often begin the process of trying to search for a “therapist,” “counselor,” “psychologist,” or “psychiatrist.”

What can be difficult about this is many of these terms can be used to cover professionals who can offer some services that are remarkably similar, while other things offered might be very distinct and different. In the next 2 sections, we will try to offer some help in understanding all the terms that people will run across in looking for help. To start, we would like to help you understand the 3 big areas so you can quickly find what you are looking for.

Therapy, Counseling, and Psychotherapy: are all terms used to cover what happens when you meet with somebody to try to address emotional, relational, or behavioral issues for yourself, or with someone you care about, through the process of talking. This is often called “talk-therapy” and it is done by a wide range of professionals who are trained in things like mental health/professional counseling, marriage and family therapy, social work, psychology, pastoral counseling, and more. It is important to note that there are a great many different types of counseling that can end up looking very different from each other.

Most of the people who do this work cannot prescribe medications, nor can they do many official assessments. Though many can offer certain types of informal assessments such as career, premarital, and can diagnose many mental health disorders. And the therapy that they offer is often the best way for people to resolve many of the relational and mental health needs in their lives.

Psychological Assessments: are done by trained psychologists (more on them in the next section on terms/definitions). These evaluations are formal tests that are used in school IEPs/accommodations (*e.g., ADHD/ADD, Learning Disabilities, Autism Spectrum, etc.*), legal proceedings (*e.g., custody evaluations, conservatorship, competency, etc.*), and/or determining disability. Most people who are looking for help do not need this level of formal assessment, but if a determination is needed regarding someone’s disability or involving a custody issue, a Licensed Psychologist is usually what is required.

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Psychiatry: is the particular specialty in medicine/nursing that focuses on mental health issues (similar to how pediatrics is the medical specialty that focuses on work with children). For those looking for medication or other medical treatments to address their mental health needs, psychiatry is what you should be looking for.

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Terms, Definitions, & Abbreviations

We went over the big stuff in the [last section](#); here we will give you a quick guide to understanding the common terms and abbreviations that are used and how to make sense of them. This is helpful when going online and looking for help. Here are some of the most common terms and what they mean:

IOP- stands for “**Intensive Outpatient Program**,” these are often done as a step between weekly counseling sessions and residential treatment. Used to address both mental health issues and/or addiction, IOP’s typically meet for 3-hour sessions a few times a week. IOP’s typically have a set curriculum/program they are working through, that completes after a certain number of weeks.

LPC- stands for **Licensed Professional Counselor**, is also often written in Tennessee as **LPC-MHSP**, which stands for **Licensed Professional Counselor-Mental Health Service Provider**. The MHSP is an added designation in TN for individuals who can offer diagnoses that can affect insurance billing. Professional counselors have a masters or doctorate in counseling or another behavioral health discipline that lets them sit for this license. And though they cannot do some of the formal testing services that are reserved for psychologists, they are fully qualified to provide therapy with individuals, couples, families, and groups.

LMFT- stands for **Licensed Marital and Family Therapist** in Tennessee (typically called “Licensed Marriage and Family Therapist” in other states). These are clinicians who are trained to work with people within a specifically relational/systemic perspective, understanding problems and solutions more so in the context of relationships and social settings than many other trained mental health providers might do. Though LMFT’s often work with couples and families, they can also work with individuals to resolve emotional and behavioral issues using their relational based training.

LCSW- stands for **Licensed Clinical Social Worker**, these are providers who have trained specifically in social work and have gone on to receive licensure to provide direct counseling/therapy services. Many social workers focus their work on helping individuals, couples, families, and groups, to explore and overcome different mental health challenges that can affect a lot of areas in their lives such as in their relationships, careers, and school life.

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NCC- stands for **National Certified Counselor**, and is a voluntary certification offered by the **National Board for Certified Counselors (NBCC)** for those who have met a national standard for counselor training. It should not be confused with a state license, which is required for independent practice by a mental health professional, but it is a common certification that clinicians pursue to show their dedication to high standards in the profession.

Professional Coach/Life Coach- are common, non-official, titles for individuals who offer informal support and advice to individuals in a non-clinical setting. Though the profession of coaching has grown with many organizations now offering training and certification, there is no state licensure for the professions, nor are there agreed-upon national standards. Coaches will often work with people to navigate relationship dynamics and behavioral issues, and many coaches can be highly skilled professionals with training and experience that allow them to help people meet their goals. But it is important to note that coaches are not healthcare providers and cannot diagnose or offer treatment for mental health disorders.

Psychiatrist/Psychiatric Nurse Practitioner- for those looking for medication support in addressing their mental health needs, the main providers for these in Tennessee are psychiatrists and psychiatric nurse practitioners. Psychiatrists are physicians (either with an MD or a DO doctoral degree) who have gone through a residency in psychiatry, which is the mental health subspecialty in medicine. Psychiatric/mental health nurse practitioners (often abbreviated “NP”) represent advanced trained nurses who have done a masters or doctorate degree in working with mental health and prescribing psychiatric medications. In Tennessee, these nurse practitioners can operate in independent practice with consultation support from a physician. Though some psychiatrists/psychiatric nurse practitioners do provide talk-therapy, most specialize in medication and/or other medical interventions in dealing with mental health issues, typically referring out to another professional to provide counseling/therapy services when needed.

Psychologist- this is a term that some lay-people often use generally for those who provide mental health services, while in fact it refers to a specific type of provider. Psychologists in Tennessee must complete doctoral level training in Psychology (common doctorates are PhD, PsyD, and EdD) and complete a postdoctoral internship to allow them to sit for state licensure. It is important to note that their doctoral training is not in medicine/nursing, and they cannot

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prescribe medication in the state of Tennessee. Along with the training in talk-therapy that they can provide in common with other mental health professionals, the unique thing about licensure as a psychologist is that psychologists can conduct many formal **tests and assessments** used to establish things like intelligence and/or disability.

Residential Treatment- is a more intensive treatment facility where people stay in on site for a certain amount of time. This can take a variety of forms.

Sometimes this is in the context of **psychiatric hospitals/drug and alcohol detox facilities**. These are acute care facilities where people typically only stay for a few days to a week. Past that, there may be longer residential programs for both mental health, eating disorders, and addiction. Sometimes referred to as “**inpatient**”, and specifically in the addiction space these are often called simply “**treatment facilities**” or “**rehab.**” All of these treatment options are usually required if somebody is in a place where they are not safe to be unsupported full-time. Some of these facilities also operate programs called **Partial Hospitalization Programs** (or **PHP’s**) which involved full-day programming, but people do not stay on site at the facility. The next step down from a PHP would be an **IOP** (intensive outpatient program, see above).

Supervision- like residency programs that physicians go through after completing medical school, most mental health providers must complete at least 2 years of postgraduate work before they can become independently licensed. These professionals are considered to be under “**supervision**” as their work is ultimately overseen by a senior clinician in their field who serves as their **supervisor**. Providers who are in supervision are fully trained, having already completed their academic and pre-graduate clinical internships. Supervision is simply the last phase before a therapist is allowed to work completely independently outside of a group practice or a treatment facility. Providers who are still under supervision may have a form of a license with added terms like “provisional,” “associate,” or “temporary” attached to it.

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Insurance & Payment Questions

Payment and insurance can sometimes be the most confusing part of trying to get help, so we want to simplify it as much as we can. Starting with types of insurance/benefits (“third-party payers”) that people use when accessing mental health services, the largest categories are what follows:

- **Medicaid/TennCare-** Medicaid is a federal safety net insurance program for individuals who cannot typically afford private insurance. Many of those who qualify for these programs are those in society with certain vulnerabilities, such as mothers and children. In Tennessee, Medicaid is run through the statewide program known as **TennCare**, which distributes resources through several managed-care/health insurance organizations in the state such as Blue Cross, United, and Amerigroup. Individuals with TennCare do not have to provide co-pays for services. However not all providers can work with TennCare, so it is important to research or ask before setting up an appointment.
- **Medicare-** is the federal insurance program for older adults and individuals with disabilities. Many people who have Medicare also have supplementary insurance through a commercial insurance plan. There are many legislative barriers for mental health providers to be able to take Medicare clients, as currently Medicare excludes many license categories of mental health providers for contracts.
- **TRICARE/TriWest-** are federal insurance programs tied to those who serve in the United States Armed Forces, their dependents, and retired military personnel.
- **EAP-** stands for “**Employee Assistance Program.**” These are employer-provided benefits that are often run through a managed-care organization, though the benefit is typically separate from normal healthcare coverage. Many therapists will contract with EAPs to provide services, though these programs usually have a set limit of the number of sessions allowed as part of the benefit.
- **Commercial Health Insurance-** is a form of health insurance that individuals can buy privately, or is provided through an employer, but is not connected to state or federal programs. The most prominent groups in

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Tennessee that provide commercial health insurance are Blue Cross/Blue Shield, United Healthcare, Cigna, Aetna, and a few others. If a provider is contracted with an insurance company to provide services (“in-network”), the client may still need to meet a deductible before the insurance company begins to cover services, and even after that most commercial plans require co-pays for visits. Some mental health providers are in-network with most insurance providers; some are only contracted with 1-2, and some are not contracted with any and are considered “out-of-network”.

- **Private Pay-** is when a provider does not contract at all with third-party payers and simply operates their practice on client fees. There are lots of reasons that therapists do this.
 - The process of contracting to be “in-network” with an insurance plan can be difficult and a time-consuming process. As many therapists do not have the same level of support staff as other healthcare providers, they might be limited in their ability to go through the credentialing process and make the ongoing billing of counseling/therapy sessions to insurance companies more difficult.
 - Many insurance plans reimburse mental health services at a much lower rate than they do other healthcare services, and they require quite a bit more paperwork on a continual basis, so this discourages a lot of therapists from working with insurance.
 - Certain types of services are also not typically covered under health insurance plans, such as couples counseling and family therapy.
 - And finally, many therapists do not do this because they want decisions about counseling/therapy to be made between their clients and themselves, without a third-party interfering in the process.
 - If you want to see a provider who does not take your insurance and you think that affording sessions may be difficult, ask if you might have the option to do “out-of-network” filing, or if they have any sliding-scale or scholarship spots (more on this below).

What does “in-network” and “out-of-network” mean?

When dealing with health insurance, often terms like “**in-network**” and “**out-of-network**” come up. Here is what they mean:

- **In-Network:** means that a provider has a specific contract with a managed-care/health insurance provider, and therefore they are “**in**” their network of providers. When a health provider contracts with an insurance company,

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they are agreeing to a certain amount of reimbursement for services, including the co-pays that people must pay. 2 important things to note here.

- The 1st is that many mental health professionals stay out of insurance networks because they feel there can be a lot of interference from insurance companies in deciding how counseling/therapy goes, what interventions are used, and how many sessions are allowed. Many therapists prefer this to be something that gets decided between themselves and their clients, without an insurance company making the decision.
 - The 2nd thing to note is that though a provider may take your insurance, you may still have to meet a deductible first (meaning that you have to pay out a certain amount out of pocket before the insurance company begins to pay at all) or you might have a co-pay (say \$50) that is almost as expensive as the cost of a therapy session with a provider who does not take your insurance. If you are wanting to know all your options, you can ask if a provider or group offers “**sliding-scale**” or “**scholarships**” as these can be a certain number of reduced fee counseling spots that may make getting services much more affordable.
- **Out-of-network:** means that a provider does not have a specific contract with an insurance company, but as a qualified clinician they are able to create billing documents for a client’s insurance company that might allow for reimbursement of services if that client has out-of-network benefits as part of their insurance plan. You will be expected to pay the full rate until your deductible is met, and then your insurance company will contribute a certain percentage of what they deem the “allowable amount” of the fee, and you pay the rest. Some clinicians provide a service where they submit the forms to your insurance company on your behalf. Once your deductible is met, you will pay less, and your insurance will pay their portion directly to your clinician. Many clinicians will provide the claim documents, called “super-bills”, to you, and you will submit them (online or by mail) to your insurance. You will pay the clinician the full rate, and your insurance will pay you directly once your deductible is met.
 - As noted when talking about in-network, if you are worried about the cost of therapy with a provider that does not take your insurance, it might be worth investigating what the difference between your in-network versus out-of-network benefits are, as well as if the provider you want to see has any ways to reduce their session rate, or to provide low fee alternatives.

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How much does counseling/therapy cost?

Like so many things, how much a provider charges for their services can vary greatly. Similar to attorneys or financial advisors, how much a mental health clinician charges for their time often depends on their level of experience and how in demand their services are. In the Knoxville area, private pay therapists typically charge anywhere from **\$90** to **\$150** per session, though some may charge more or less. But as we talked about earlier in the guide, many private pay providers keep **reduced-fee spots available**, either through a sliding-scale or a scholarship system. If this is something you need, always ask if it is something that is available. Also, in this guide, we provide information about low cost options as well.

- **A note on frequency:** It is important to take frequency into account when considering what you can afford. Generally speaking, therapy occurs once a week, especially at the beginning, though may be less often depending on the severity of issues and preference. As progress is made, frequency may decrease to every other week, once a month, or treated like “check-ups” once every few months or more. Duration, on the other hand, varies greatly depending on a number of factors, including the type of therapy the counselor uses, the severity of issues addressed, the goals for therapy, how quickly progress is made, and others.

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Knoxville Area Counseling/Therapy/Psychology Practices

There are many reputable counselors/therapists in the Knoxville area who do excellent work that we (unfortunately) were not able to list on this guide. Though we did not want to leave anyone out, we are only including larger group practices with multiple providers who we have known as referral partners. We did this to make it as easy as possible for someone to connect with a provider as quickly as possible and not have to contact multiple practices. However, for a fuller list of counseling/therapy providers in the Knoxville area you can also reference the online directory with Psychology Today at

<https://www.psychologytoday.com/us/therapists/tn/knoxville>

Bearden Behavioral Health

- www.beardenbehavioralhealth.com
- **865-212-6600**
- Provides psychotherapy/counseling, psychological assessments, and psychiatry (medication management).
- Multiple insurance plans accepted.

Behavioral Medicine Institute (BMI)

- www.bmipc.com
- **865-264-2400**
- Provides psychotherapy/counseling, psychological assessments, and psychiatry (medication management).
- Multiple insurance plans accepted.

Charis Psychological Services

- **865-588-9919**
- Provides psychotherapy/counseling and psychological assessments.
- Out-of-network/private pay.

Ebenezer Counseling Services

- www.ebenzercounseling.com
- **865-670-0988**
- Provides psychotherapy/counseling and psychological assessments.
- Specializes in faith-based treatment.
- Works with commercial health insurance on an out-of-network basis (files claims), sliding-scale fees available, and they often have a lower cost intern (graduate student) on staff.

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Haven Counseling Center

- www.HavenCounselingCenter.com
- **865-409-5001**
- Provides psychotherapy/counseling, therapeutic groups, and career assessment/counseling, therapeutic intensives, and psycho-educational resources.
- Works with both the secular and faith-focused local communities.
- Works with commercial health insurance on an out-of-network basis (provides super-bills) and has **scholarship funding** for sessions for those with need.

Healing Hearts Counseling

- www.marriagecounselingknoxville.com
- **865-283-1777**
- A practice that works almost exclusively with couples, Healing Hearts works from the perspective of **Emotionally Focused Couples Therapy (EFT)**. Services include counseling sessions along with workshops/groups.
- Works with commercial health insurance on an out-of-network basis, and they have providers they can offer a variety of different price points.

Healthy Mind Counseling

- www.healthymindcounseling.com
- **865-588-3173**
- Provides psychotherapy/counseling, psychological assessments, and psychiatry (medication management).
- Multiple insurance plans accepted.

Jones Family Counseling

- www.jonesfamilycounseling.com
- **(865) 392-5225**
- Provides psychotherapy/counseling and support groups.
- Works with commercial health insurance on an out-of-network basis.

Knoxville Behavioral & Mental Health Services

- www.knoxbehavioral.com
- **(865) 983-1899**
- Provides psychotherapy/counseling, psychological assessments, parenting resources, psychiatry (medication management), and tutoring.

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Knoxville Area Psychiatry/Medical Practices

Though several of the Counseling/Therapy groups listed in the previous section have psychiatric providers who provide medication management services as a part of the group, we also wanted to highlight groups that focus mostly on the medical aspects of mental health. Often psychiatric/medication management providers have long wait lists, so finding one you connect with quickly can often be an important part of the process for those needing the services.

East Tennessee Focus Center

- www.easttennesseefocuscenter.com
- **865-247-6754**
- Psychiatric and psychological assessments, medication management, and academic tutoring with a focus on ADHD and learning disabilities.
- In-network with multiple health insurance plans.

Knoxville Family Psychiatry

- www.knoxvillefamilypsychiatry.com
- **865-588-1718**
- Formally a part of Haven Counseling Center (then known as **Haven Family Psychiatry**), KFP is now an independent group practice with their office in downtown Knoxville.
- Psychiatric assessments, medication management, and genetic testing; with multiple providers in the practice.
- In-network with multiple health insurance plans.

Parkway Psychiatric Services

- **865-980-5377**
- Pediatric and Adult services. Assessment and medication management. Multiple providers.
- Accepts Medicare, commercial health insurance, and private pay.

Revitalist

- www.revitalistclinic.com
- **865-290-2465**
- Specialized group that focuses on the use of **ketamine infusions** to treat issues with depression, anxiety, PTSD, OCD, migraines, and pain disorders that have been treatment resistant. Has added psychotherapy/counseling and IOP services.

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Knoxville Area Community Mental Health Services

Community mental health providers are larger groups, usually with multiple locations, and work more with government funded health insurance, larger grant funds, and social safety net programs. Particularly for those with Medicaid/TennCare, community mental health service providers should be considered for both psychiatry and psychotherapy/counseling.

Cherokee Behavioral Health

- www.cherokeehealth.com
- **865-544-0406**
- Psychiatry, psychological assessments, and psychotherapy/counseling.
- Accepts TennCare, Medicare, commercial insurance, and private pay.

Helen Ross McNabb

- www.mcnabbcenter.org
- **865-637-9711**
- Psychiatry, psychological assessments, and psychotherapy/counseling;
- with an emphasis on youth services.
- Accepts TennCare.

Omni Community Health

- www.theomnifamily.com/behavioral-health/
- **877-258-8795**
- Psychotherapy/counseling and other social support services.
- Accepts TennCare.

Peninsula Behavioral Health

- **865-970-9800**
- www.peninsulabehavioralhealth.org
- Both residential and outpatient behavioral health services for youth and adults. Psychiatry, psychotherapy/counseling, and other support services
- Accepts TennCare, Medicare, commercial insurance, and private pay.

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Local Addiction/Recovery Services

Though people suffering with various kinds of addictions are usually also dealing with underlying mental health issues, finding services that can address physical dependence and other unique dynamics of addiction can often be required.

Bradford Health Services

- www.bradfordhealth.com
- **865-693-9326**
- Local services include counseling and intensive outpatient program (IOP) groups.
- Accepts TennCare, Medicare, commercial insurance, and private pay.

Cornerstone of Recovery

- www.cornerstoneofrecovery.com
- **865-685-4086**
- Detox, residential, intensive outpatient, and aftercare programs.
- Works with many commercial insurance providers and EAPs.

Cumberland Heights

- www.cumberlandheights.org
- **615-352-1757**
- Multiple local offices offering assessment and IOP, other campuses throughout Tennessee provide detox and residential services.
- In-network with multiple health insurance plans.

English Mountain Recovery

- www.englishmountain.com
- **877-309-9963**
- Detox, residential, and family programs.
- Works with some commercial health insurance providers.

JourneyPure

- www.journeypure.com
- **865-217-1297**
- Multiple local offices offering assessment and IOP, other campuses throughout Tennessee provide detox and residential services.
- In-network with multiple health insurance plans.

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Local Mental Health Intensive/Residential Programs

For non-substance abuse/dependence issues that require more intensive treatment than can be accomplished in normal office visits, these are some local programs that provide services such as residential, partial hospitalization programs (PHP), and intensive outpatient programs (IOP) that focus on various issues.

Blount Memorial Emotional Health & Recovery Center

- www.blountmemorial.org
- **865-981-2300**
- Both residential and outpatient mental health & addiction services for adults.
- Accepts Medicare, commercial insurance, and private pay.

The Middle Path

- www.themiddlepath.life
- **865-693-7453**
- IOP that uses **Dialectical Behavior Therapy (DBT)**, a well-researched therapy modality to treat emotional regulation issues.
- Specific programs for adults, adolescents, and pre-teens.
- Works with commercial insurance and private pay.

Smoky Mountain Lodge (Pasadena Villa)

- www.pasadenavilla.com/program-locations/recovery-smoky-mountain-lodge
- **407-378-3495**
- Residential program for adults struggling with a number of psychiatric disorders.
- In-network with multiple health insurance plans.

Focus Integrative Center

- www.focusintegrativecenters.com
- **865-622-7116**
- Psychotherapy/counseling, nutritionists, groups, and IOP, focused on disordered eating and related treatments.

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Knoxville Area Church-Based & Low-Fee Services

Other resources worth mentioning in the Knoxville community are those attached to churches and university training programs. These can be appealing for many people who are looking for specific things in counseling related to cost and/or value perspective. Some of the services may be limited to members of a particular congregation, or to university students, but other services they offer can be available to the wider public.

Cokesbury Counseling

- <http://www.cokesburycounseling.org/>
- **865-246-0445**
- Counseling services open to the public, some insurance and TennCare accepted. Some providers are out-of-network/private pay.
- Various types of support groups open to the public
- Stephen Ministry – lay counseling, 865-246-0448

Faith Promise

- <https://faithpromise.org/care>
- **865-251-2590, ext. 0**
- Various types of support groups open to the public, ext. 3003
- Counseling services for church members/attenders ages 14 and up.
- Stephen Ministry – lay counseling, ext. 3004

Fellowship Church

- <https://middlebrook.fellowshipknox.org/biblical-life-counseling>
- **865-470-9800**
- Counseling services for church members/attenders only.
- Various types of support groups open to the public.

First Baptist Concord

- <https://fbconcord.org/ministries/concord-counseling-ministry/67/>
- **865-672-1455**
- Counseling services open to the public, with no fee for church members.
- Stephen Ministry – lay counseling, 865-672-1609.
- Support groups for grief and for breast cancer patients and survivors.

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University of Tennessee (UT) Psychological Clinic

- <https://psychclinic.utk.edu/>
- **865-974-2161**

University of Tennessee (UT) Counseling Center

- <https://counselingcenter.utk.edu>
- **865-974-2196**
- Assessment and short-term counseling for faculty and students only.

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Knoxville Area Emergency Support Services

And finally, if you find yourself or somebody else in a crisis situation, here are quick references to reach out for help immediately.

Mobile Crisis Unit

- **865-539-2409**
- 24-hour crisis response for individuals experiencing a behavioral health crisis. Triage staff will come on-site to determine the psychiatric needs of the individual.

Knoxville Police Department (Non-Emergency Line)

- **865-215-7000**

Tennessee Suicide Prevention Network

- www.tspn.org
- **1-800-273-TALK (8255)**
- **741741** (texting)
- 24-hour crisis hotline available for anyone experiencing suicidal thoughts or emotional distress.

Emergency

- **911**