



TENNESSEE

Mental Health Counseling Resource Guide

Affordable counseling • Crisis support • Community care • Telehealth

NEED HELP NOW?

Call or text 988 for 24/7 crisis support.

Call 911 or go to the nearest emergency department when there is immediate danger.

How to Use This Guide

This referral guide helps Tennessee residents locate counseling, crisis support, medication services, community mental health care, and lower-cost options. Services, fees, insurance participation, waitlists, clinician availability, and public review ratings can change. Contact each provider directly before making a referral or appointment.

Important Disclaimer

This document is for informational and referral purposes. It is not a substitute for diagnosis, treatment, emergency intervention, or individualized medical advice. Inclusion does not represent an endorsement or guarantee of service quality. Public reviews should be considered alongside licensure, treatment fit, accessibility, cost, and direct consultation.

Quick Referral Path

Need	First Step
Immediate crisis	Call or text 988. For immediate physical danger, call 911.
No insurance or limited income	Start with community mental health centers, public health counseling, university training clinics, or sliding-scale programs.
TennCare member	Call the behavioral health number on the insurance card or use the TennCare provider directory.
Needs therapy and medication	Look for an integrated clinic offering counseling, psychiatry, and care coordination.
Unsure where to begin	Call 211 or Tennessee’s Department of Mental Health and Substance Abuse Services for navigation assistance.

1. Crisis and Immediate Support

988 Suicide & Crisis Lifeline

Statewide • 24 hours a day, 7 days a week

Services	Support for suicidal thoughts, emotional distress, mental health crises, and substance-use crises. Tennessee callers may press 0 to connect with a trained counselor.
Cost / access	Free and confidential. Call, text, or online chat.
Contact	Call or text 988 https://www.tn.gov/behavioral-health/crisis/988.html

Tennessee Mobile Crisis Services

Statewide regional coverage

Services	Rapid crisis assessment, de-escalation, and connection to an appropriate level of care.
Cost / access	Availability and response are based on region and clinical need. Begin through 988.
Contact	Call 988 https://www.tn.gov/behavioral-health/crisis.html

Tennessee 211

Statewide information and referral

Services	Connections to counseling, housing, food, transportation, domestic violence services, and other community supports.
Cost / access	Free information and referral service.
Contact	Dial 211 https://www.211tn.org

Crisis Text Line

Nationwide, including Tennessee

Services	Text-based crisis support with a trained crisis counselor.
Cost / access	Free, 24/7 text support.
Contact	Text HOME to 741741 https://www.crisistextline.org

2. Affordable and Sliding-Scale Counseling

Lipscomb Family Therapy Center

Nashville

Services	Individual, couple, and family therapy provided in a university training clinic under clinical supervision.
Cost / access	Published sliding fee of approximately \$10-\$50 per 53-55 minute session, based on annual income. Confirm current pricing and eligibility.
Contact	615-966-5300 https://www.lipscomb.edu/about/offices-and-services/lipscomb-family-therapy-center/services-pricing
Review guidance	Search the current clinic name and location on Google or another independent platform. Training clinics may have fewer public reviews than large practices.

Metro Public Health Department Behavioral Health Services

Nashville • Lentz, East, and Woodbine public health centers

Services	Mental health counseling from licensed clinicians; English and Spanish appointments are available.
Cost / access	The department states that counseling is provided to the public at no cost and insurance is not required. Confirm current scheduling and location availability.
Contact	615-340-2172 https://www.nashville.gov/departments/health/clinical-health-services/behavioral-health-services
Review guidance	Because this is a public program, focus on access, language availability, clinician licensure, and current wait times rather than ratings alone.

HOPE Clinic Counseling Services

Nashville

Services	Counseling for individuals and couples, including grief, relationships, anxiety, and life transitions.
Cost / access	Published sliding scale of approximately \$25-\$85; college students are listed at \$25 per session. Confirm current rates.
Contact	615-321-0005 https://hopeclinicforwomen.org/services/counseling/
Review guidance	Review the most recent comments for scheduling, communication, and counseling experiences; distinguish



reviews of medical services from counseling reviews.

University of Tennessee Psychological Clinic

Knoxville

Services
Cost / access
Contact
Review guidance

Therapy and psychological assessment provided through a university psychology training clinic.

Therapy uses an income-based sliding scale; insurance is generally not accepted. Evaluation fees may follow different rules.

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

Look for recent feedback specific to the Psychological Clinic, not the university as a whole.

3. Community Mental Health and Integrated Care

Mental Health Cooperative

Middle Tennessee and surrounding service areas

Services	Adult and child mental health care, substance-use treatment, primary care, case management, and supportive services.
Cost / access	Serves people with insurance or TennCare. Ask about uninsured access, financial assistance, and county eligibility.
Contact	615-743-1555 https://mhc-tn.com
Review guidance	Check reviews for the exact location. Large organizations may have very different experiences across offices and programs.

McNabb Center

East Tennessee and Chattanooga-area locations

Services	Outpatient counseling, crisis services, substance-use treatment, child and family services, psychiatric care, and community support.
Cost / access	Accepts multiple funding sources. Ask about TennCare, insurance, grants, uninsured services, and sliding fees.
Contact	800-255-9711 https://mcnabbcenter.org
Review guidance	Use location-specific reviews and confirm which program the review describes.

Centerstone Tennessee

Multiple Tennessee locations and telehealth

Services	Therapy, psychiatry, crisis support, addiction services, children and family services, and military-family support.
Cost / access	Insurance and program eligibility vary. Ask about TennCare, self-pay, financial assistance, and telehealth coverage.
Contact	877-467-3123 https://centerstone.org/locations/tennessee/
Review guidance	Reviews vary by office and program; compare recent feedback for the exact site and clinician when possible.

Frontier Health

Northeast Tennessee

Services	Behavioral health, addiction treatment, crisis care, developmental disability services, and family support.
Cost / access	Coverage and reduced-cost programs vary by service and county. Contact intake for eligibility and fees.
Contact	877-928-9062 https://www.frontierhealth.org
Review guidance	Check the individual clinic or program rather than relying only on organization-wide ratings.

Professional Care Services of West Tennessee

West Tennessee

Services	Outpatient behavioral health, psychiatric services, substance-use treatment, crisis services, and community-based programs.
Cost / access	Ask about TennCare, insurance, uninsured services, and sliding-fee eligibility.
Contact	901-476-8967 https://pcswtn.org
Review guidance	Verify reviews for the specific location and service line.

4. Specialty and Telehealth Options

Tennessee Department of Mental Health and Substance Abuse Services

Statewide navigation

Services	Official information on crisis services, mental health programs, substance-use treatment, peer services, housing supports, and community providers.
Cost / access	State navigation resource; individual programs set eligibility and fees.
Contact	615-741-7697 https://www.tn.gov/behavioral-health/mental-health-services.html

NAMI Tennessee

Statewide

Services	Free education, peer and family support groups, advocacy, and local affiliate connections. NAMI is not a substitute for psychotherapy.
-----------------	--

Cost / access	Many support and education programs are free.
Contact	800-467-3589 https://namitn.org
Review guidance	Community support programs may not be rated like clinical practices; evaluate the specific group and facilitator fit.

TennCare

Statewide Medicaid program

Services	Behavioral health benefits and in-network provider access for eligible members.
Cost / access	Member costs and eligibility depend on the TennCare plan and service.
Contact	Use the number on the member ID card https://www.tn.gov/tenncare/members-applicants/how-do-i-find-a-provider.html

SAMHSA Treatment Locator

Statewide searchable directory

Services	Search for mental health and substance-use treatment by location, payment option, age group, and service type.
Cost / access	Fees vary by provider; filters may include Medicaid, Medicare, and sliding-fee options.
Contact	800-662-HELP (4357) https://findtreatment.gov

5. How to Evaluate Reviews Responsibly

Online reviews can help identify patterns, but they should not be the only basis for choosing a mental health provider. Privacy rules often prevent providers from responding fully to negative reviews, and large agencies may receive ratings for multiple unrelated programs.

- Read the newest reviews first and confirm they apply to the correct office or clinician.
- Look for repeated themes involving scheduling, respect, communication, billing, and continuity of care.
- Do not assume a high rating means the provider specializes in the client's concern.
- Confirm the clinician's active Tennessee license through the appropriate state licensing board.
- Ask for a consultation and assess whether the provider explains treatment goals, confidentiality, fees, and emergency procedures clearly.
- For children, trauma, OCD, eating disorders, substance use, or serious mental illness, verify specialized training rather than relying on general counseling reviews.

Questions to Ask Before Scheduling

- ☐ Are you accepting new clients, and what is the estimated wait time?
- ☐ Do you accept my exact insurance or TennCare plan?
- ☐ What is the full self-pay fee, and do you offer a sliding scale or payment plan?
- ☐ Is the reduced fee available with a licensed clinician, intern, or supervised trainee?
- ☐ Do you provide in-person care, telehealth, or both?
- ☐ What ages and concerns do you treat?
- ☐ Which evidence-based approaches do you use for this concern?
- ☐ Do you provide medication evaluation or coordinate with a prescriber?
- ☐ What is your cancellation and no-show policy?
- ☐ How do clients access crisis support outside regular sessions?

Provider Verification

Before referral, verify the professional's license and disciplinary status through Tennessee's Health Professional Boards or the applicable licensing authority. Also confirm that telehealth clinicians are authorized to treat a client physically located in Tennessee.

Tennessee Health Professional Boards: <https://www.tn.gov/health/health-program-areas/health-professional-boards.html>

Source Notes

- Tennessee Department of Mental Health and Substance Abuse Services: crisis and mental health services pages.
- Lipscomb University Family Therapy Center: services and published sliding-fee information.
- Metro Nashville Public Health Department: behavioral health services and no-cost access information.
- HOPE Clinic: counseling services and published sliding-scale information.

- University of Tennessee Psychological Clinic and local aging-resource directory: sliding-scale therapy information.
- Official provider websites for service descriptions, locations, and contact information.

Last reviewed: July 2026. Because programs and fees change, verify every referral directly before distributing this guide to clients.