

DEPARTMENT: Office of Student Affairs
NAME: Mental Health Services Policy
POLICY NUMBER:
OWNER: Office of Student Affairs
EFFECTIVE DATE: 06.30.2025

SCOPE

This policy applies to all students enrolled at the Meritus School of Osteopathic Medicine (MSOM).

PURPOSE

MSOM is fully committed to fostering the overall well-being of its students by ensuring access to comprehensive health care services that support both mental and physical health. Recognizing the demanding nature of medical education, the institution provides a variety of accessible, confidential, and high-quality health resources to help students manage their health proactively and respond effectively to medical or mental health challenges. The following services are available to assist students in maintaining wellness throughout their academic journey.

POLICY

I. Mental Health Services

- A. MSOM provides access to a variety of mental health services to ensure students receive the care and support they need. TimelyCare is the student's first access option for individual mental health support. MSOM provides additional onsite, supplemental support through the Student Assistance Program (SAP) to address any in-person mental health needs. Students are encouraged to use TimelyCare first and reach out to a SAP staff member for additional support or guidance, as needed.
 1. TimelyCare: MSOM students have access to a 24-hour/7-day/week mental telehealth service offering free virtual counseling, mental health resources, and crisis services. Students can visit www.timelycare.com and log in using their MSOM email credentials.
 2. Student Assistance Program (SAP): To schedule a Connecting Care Session with MSOM's on-site Student Assistance Program (SAP), students should call 301-766-7600 and state that they are calling to schedule a "SAP Connecting Care Appointment."
 3. Health Insurance Provider: Students can contact the number on the back of their insurance card for information on local providers. All students are required to maintain health insurance throughout their enrollment. Students will be

automatically enrolled in MSOM's student health plan unless they provide evidence of comparable coverage.

- a. MSOM offers a student health insurance plan through UnitedHealthcare:
<https://www.uhcsr.com/>

II. For emergencies, MSOM students are encouraged to take immediate action:

- A. Emergency Medical Care: For any life-threatening health condition, dial 911 immediately or go to the nearest emergency room.
- B. Suicide and Crisis Lifeline: Dial 988 for free, confidential support 24/7 for individuals experiencing suicidal thoughts or a mental health crisis.
- C. National Suicide Prevention Hotline: Call 800-273-8255 for support in times of distress.
- D. Emergency Mental Health Services: Students can contact the number on the back of their insurance card or visit the Meritus Behavioral Health Walk-In Clinic (Meritus Health Orange Entrance) in person or by calling 301-393-4357 for assistance.

POLICY MANAGEMENT

The Associate Dean of Student Services is responsible for the development of the Mental Health Services Policy. This policy is reviewed periodically and is housed in the electronic policy management system. Questions regarding this policy should be directed to the Associate Dean of Student Services.

RELATED DOCUMENTS

[MSOM Academic Catalog and Student Handbook](#)