Using your insurance card to obtain mental health services

Health insurance plays an important role in determining how and where you can obtain mental health services — as well as your level of financial responsibility.

While this example may not look exactly like your insurance card, it should still provide guidance for locating important information that you may need to share with a case manager or service provider. If you’d like to schedule an appointment to discuss mental health treatment options with a case manager from Penn State, use the password "WCCMforms" to access the scheduling form.

1. Type of plan
2. Group and issuer number
3. Member ID
4. Name of member and other covered participants
5. Fees for specific types of services
6. Contact information for questions related to mental health services
7. Preferred laboratory providers
8. Customer service contact number

If you are experiencing a mental health crisis and require immediate assistance, you can call:

- 911 (emergency services)
- 1-877-229-6400 (Penn State Crisis Line)
- 1-800-273-8255 (National Suicide Prevention Line)

You can also text “LIONS” to 741741 (24/7 Crisis Text Line).