University Health Services

Your student’s healthcare at UMass
University Health Services (UHS)

UMass Amherst’s fully accredited health center

- Comprehensive care & referrals
- **Special focus:** student health needs, concerns
- [www.umass.edu/uhs](http://www.umass.edu/uhs)
- (413) 577-5000
Location and hours

Central Residential Area near Franklin Dining Commons
University Health Services
Appointments: 8 a.m. – 5 p.m. weekdays

Walk-in: 8 a.m. – 8 p.m. weekdays
11 a.m. to 5 p.m. weekends

24/7 phone triage & consultation

**Life-threatening emergency? Call 911!**
UHS does not have an ER

Parents Orientation Program
Transportation & Healthcare

UHS is centrally located, in walking distance

**UHS Shuttle** available for students wanting a ride from their residence halls to UHS

- Pick-up within 30 minutes
- Transit will determine pick-up location
- Student ID required to ride
- UHS Shuttle: 413-577-7425
Using UHS

WAIT IN THE COMFORT OF YOUR ROOM

Text “clinic” to 413-944-8562

You’ll be added to the line, and get a reminder when it is almost your turn.

University Health Services • Walk-in Care
150 Infirmary Way, UMass Amherst
www.umass.edu/uhs (413) 577-5000
Powered by TREXT
UHS also offers...

- Eye care
- Pharmacy
- Physical therapy
- Allergy clinic
- Radiology and Lab
- Travel Med
- Nutrition
- Women’s Clinic
- Acupuncture
- Neurologist
Patient Portal

- The Patient Portal is located on the Umass website UHS Link

- Immunizations
- Secure Messaging
- Insurance Information
- Forms
- *Travel Medicine and Athletic appointments*

www.umass.edu/uhs/patientportal
Mandatory Action Item

Immunizations
Immunizations

Mandatory:
- Tdap (*Tetanus, Diphtheria, Acellular Pertussis*)
- Measles, mumps, rubella
- Hepatitis B
- Meningitis (*or signed waiver*)
- Varicella

- **MA requirements**
- Be sure your student has necessary vaccines/doses
- Get state guidelines: [www.umass.edu/uhs/immunizations](http://www.umass.edu/uhs/immunizations)
Reporting Immunizations

Log-in to the UHS Patient Portal
www.umass.edu/uhs/patientportal

Submit before school starts
– **Deadline: end of Add/Drop period – 02/05/2018**
– **Late?** Registration hold placed

Questions?
– New Student Immunization Program
  (413) 577-5275
Your Student’s Visits to UHS

HEALTH INSURANCE
Co-Pay, Co-Insurance and Deductibles

• Part of the tuition fees help pay for Co-Pay and Co-Ins for visits with Providers at UHS

• Provides UHS access

• Absorbs many costs insurance doesn't cover**

• 4 visits with CCPH (Center for Counseling and Psychological Health) not billed to insurance.

**Students are responsible for insurance plan deductibles**
School Health Insurance

Primary health insurance required by law

Student Health Benefits Plan (SHBP)

Utilizes a Cigna Network and is administered by Consolidated Health Plans (CHP)

Benefits:
- Office visits
- Hospitalization
- ER care
- X-ray & lab services
- Prescription drugs
- More …

Please visit the website for more detailed information www.chpstudent.com

Automatically billed each semester to students taking 5+ credits
**Private health Insurance**

UHS bills primary insurance plan
- Deductibles may apply; UCard, charge, check, cash accepted

Must provide insurance information at or before first UHS visit the patient portal
- Enter the information at [www.umass.edu/uhs/patientportal](http://www.umass.edu/uhs/patientportal)
- Download at [www.umass.edu/uhs/accesstocare/forms](http://www.umass.edu/uhs/accesstocare/forms)

If your student is...
- **covered by your insurance plan**, give them copies of plan ID, prescription drug & health savings account cards
Student Health Benefit Plan Links

Assess your needs

- UHS website: www.umass.edu/uhs/insurance
- Download card before it is mailed
- www.chpstudent.com

Don’t need SHBP?

- Waive by deadline to avoid charges
  www.chpstudent.com

Waivers accepted on-line starting mid July through mid Sept

**Deadline: 02/05/2018**
Primary Care and referrals

If your student’s PCP (Primary Care Physician) is at home:

- **Referrals may be required** for care at UHS
  - Check with your health plan ahead of time.
  - Please keep in mind if your plan requires a referral one will be needed each time your student visits UHS.

- **For easiest access:**
  - Choose a UHS PCP before coming to school
  - *Transfer student’s PCP designation from home provider to UHS provider*
  - Download the UHS insurance information form
    - *Complete the form, copy both sides of insurance card; mail all to UHS before school starts*
Primary care providers (PCPs)

• A UHS PCP is:
  • Strongly recommended for all students
    • Avoids the need to obtain referrals for most care at UHS
      UHS PCP referral required for specialty care, some services

• Choosing a UHS PCP:
  • Read provider profiles on the UHS website, Select a provider

• [www.umass.edu/uhs/aboutus/providers/meet/](http://www.umass.edu/uhs/aboutus/providers/meet/)
Confidentiality

- No information released without patient’s written permission
- Applies to parents, friends, staff, faculty

*Who they tell is up to them*
Parental consent

Student under 18?
• Law requires written consent of parent/guardian before medical treatment can be provided

Complete and return UHS’
• Consent to Treat Minor Patients form before school begins
• Download from the UHS website
  www.umass.edu/uhs/accesssttocare/forms
UMass is proud to be a Tobacco Free Campus

UMass Tobacco Free is committed to:

• Supporting the UMass Amherst tobacco free campus initiative
• Promoting an environment free of tobacco influence
• Preventing tobacco initiation and use
• Providing aid to all campus community members in cessation
• Promoting voluntary compliance on campus

[Link to UMass Tobacco Free website]

http://www.umass.edu/tobaccofree
The UHS website

Your source for UHS information

- Services
- Providers
- Programs and events
- Health topics, news, alerts
- Downloadable forms
- Much more!

www.umass.edu/uhs
We’re glad you’re here!

Can we answer any questions?