University Health Services

Your student’s healthcare at UMass

Summer, 2018
University Health Services (UHS)

- UMass Amherst’s fully-accredited health center
  - Comprehensive care and referrals
    - **Special focus:** Student health needs and concerns
- [www.umass.edu/uhs](http://www.umass.edu/uhs)
- (413) 577-5000
Location and hours

- Central residential area near Franklin Dining Commons
- **Appointments:**
  - 8 a.m. – 5 p.m.
- **Walk-in care:**
  - 8 a.m. – 8 p.m. Monday through Friday
  - 11 a.m. – 5 p.m. Saturday and Sunday
- **24-hour phone triage, consultation**
- **Life-threatening emergency? Call 911**
  - *UHS does not have an ER*
Walk-in care text service

WAIT IN THE COMFORT OF YOUR ROOM

• Text “clinic” to (413) 944-8562
  – Your student will be added to the line, and get a reminder text when it’s almost their turn to be seen
UHS also offers...

- Eye care and optical services
- Lab
- X-ray
- Physical therapy
- Pharmacy
- Immunizations
- Nutrition services

- Allergy clinic
- Travel medicine
- Women’s health clinic
- Sports medicine
- Acupuncture
- Neurology
- …and more!
Transportation and healthcare

- Free UMass Transit buses make several stops within walking distance

- The UHS Shuttle offers free rides from residence halls to UHS
  - Call (413) 577-7425 to schedule a ride
    - Same-day rides can be scheduled until 45 minutes before UHS’ closing time
      - Check [www.umass.edu/uhs](http://www.umass.edu/uhs) for current hours
    - Student ID required to ride
Patient portal

- [https://umass.medicatconnect.com](https://umass.medicatconnect.com)
  - 24/7 access from any device
  - Submit immunization information and get important forms
  - View secure messages from providers
  - Find insurance information
  - Schedule select appointments
Action item: immunizations

- Required by Massachusetts law:
  - Tdap (tetanus, diphtheria, acellular pertussis)
  - Measles, mumps, rubella
  - Hepatitis B
  - Meningitis (or signed waiver)
  - Varicella

- Get the state guidelines: www.umass.edu/uhs/immunizations

Be sure your student has the necessary vaccines and doses!
Important: Meningitis B vaccination

- UMass and the Five Colleges are in an "outbreak" status
  - Three cases of meningitis B between October, 2017 and February, 2018
  - State and federal health officials: designation extends for one year after the last case diagnosed

- Vitally important that UMass students get vaccinated
  - Contact your home healthcare provider, make an appointment at UHS, (413) 577-5101 over the summer, or get vaccinated at a clinic this fall
    - UHS offers the two-shot Bexsero vaccine series

- More information: www.umass.edu/meningitis
Action item: reporting immunizations

- Go to www.umass.edu/uhs/immunizations
  - Follow the instructions carefully
- Submit before school starts
- Deadline: end of add/drop period
  - 9/17/18
- Late? Registration hold placed
- Questions?
  - New Student Immunization Program, (413) 577-5275
Co-pays, co-insurance and deductibles

- Part of tuition fees help cover co-pays and co-insurance for visits with UHS providers

- Fees also:
  - Provide UHS access
  - Provide 4 visits with the Center for Counseling and Psychological Health, not billed to insurance
  - Absorb many costs insurance doesn’t cover
    - Students are responsible for insurance plan deductibles
About school health insurance

- **Student Health Benefit Plan (SHBP)**
  - Uses a Cigna network; administered by Consolidated Health Plans
  - Benefits:
    - Office visits
    - Hospitalization
    - ER care
    - X-ray and lab services
    - Prescription drugs
    - And more…
  - Detailed information: [www.chpstudent.com](http://www.chpstudent.com)
- Automatically billed each semester to students taking 5+ credits
Action item: Students with MassHealth

- If your student has MassHealth or a MassHealth-based insurance plan:
  - The state requires that your student apply for the SHBP. If approved, the state covers the cost
  - Apply using SPIRE: https://www.spire.umass.edu. A successful application submission sends a verification email
  - If / once approved, your student will receive an acceptance letter
  - The SHBP becomes primary insurance; MassHealth a secondary coverage
- Not applying may result in loss of your MassHealth coverage, which is enforced by the state
Action item: 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
  - Enter information on patient portal: https://umass.medicatconnect.com
  - Or, download and complete UHS’ insurance information form: www.umass.edu/uhs/accesstocare/forms

- If your student is covered by your insurance plan:
  - Give them copies of plan ID, prescription drug and health savings account cards
Primary care and referrals

• If your student’s primary care physician (PCP) is at home:
  – Referrals may be required for care at UHS
    • Check with your health plan ahead of time
    • If your plan requires a referral, one will be needed each time your student visits UHS
Primary care and referrals

• For easiest access:
  – Choose a UHS PCP before coming to school
    • Transfer student’s PCP designation from home provider to UHS provider
  – Download UHS’ insurance information form: www.umass.edu/uhs/accessstocare/forms
  – Complete the form, copy both sides of insurance card; mail all to UHS before school starts
UHS 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:
    www.umass.edu/uhs/about-us/our-providers/provider-directory
  – Select a provider
  – Transfer student’s PCP designation from home provider to UHS provider
Confidentiality

• UHS visits, medical records confidential by law (HIPAA)
  – *Health Insurance Portability and Accountability Act; info on front page of student handbook*

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

• **Who they tell is up to them**
Action item: 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 form: www.umass.edu/uhs/accessstocare/forms
Tobacco-free UMass

• UMass is proud to be a tobacco-free campus!
  – We’re committed to:
    • Supporting the tobacco-free campus initiative
    • Promoting an environment free of tobacco influence
    • Preventing tobacco initiation and use
    • Aiding campus community members in cessation
    • Promoting voluntary compliance on campus
  – Learn more: www.umass.edu/tobaccofree/tobacco-free-umass-amherst
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?