Your student’s healthcare at UMass

Winter, 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
- …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**
  - 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!
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
  - 2/4/2019

- Late? Registration hold placed

- Questions?
  - New Student Immunization Program, (413) 577-5275
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](http://www.umass.edu/meningitis)
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](http://www.umass.edu/tobaccofree/tobacco-free.umass-amherst)
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

• Automatically billed each semester to students taking 5+ credits.
• Must be waived if not wanted/needed by add/drop 2/4/19.
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](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

- Another option:
  - Choose a UHS PCP before coming to school
    - Transfer student’s PCP designation from home provider to UHS provider
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/accesstocare/forms
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?