New Students Orientation – Campus Health & Wellbeing

University Health Services

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

**Center for Counseling & Psychological Health**

- Appointments weekdays, 8 a.m. – 5 p.m.
- 24/7 emergency on-call services
Using UHS

**Appointments** for routine care
(413) 577-5101

**Sick?** Call the Triage Advice Nurse
(same day appointments available)
(413) 577-5229

Illness, injury **can't wait?**
**Walk-in Care**
Phone triage available

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

NEW in Summer 2015

Coming Soon in the Summer of 2015
UHS Patient Portal
- Immunizations
- Secure Messaging
- Forms

www.umass.edu/uhs/patientportal

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.

Powered by TREST

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

Medical services

- Primary care by appointment (same day and future appointments)
- Walk-in care
- Phone triage – questions
- Public health, immunizations (HPV, MMR, etc…)
- Sports Medicine

UHS also offers...

- Eye care
- Pharmacy
- Physical therapy
- Allergy clinic
UHS also offers...

- Lab
- Radiology
- Travel medicine
- Nutrition
- Women's Clinic

Specialty care

On-site services
- Acupuncture
- Orthopedics
- Neurology

Mental health services

- Center for Counseling & Psychological Health (CCPH) www.umass.edu/counseling

Confidential services including:
- Crisis intervention
- Counseling
- Support, therapy groups
- Medications
- Eating disorders
- Consultation, education
Mandatory Action Items

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

Log-in to the UHS Patient Portal – End of July!
- www.umass.edu/uhs/patientportal

Submit before school starts
- Deadline: end of Add/Drop period – 09/21/2015
- Late? Registration hold placed

Questions?
- New Student Immunization Program
  (413) 577-5275
Mandatory Student Health Fee & Insurance

Fees and Insurance

Complements primary insurance

- Automatically billed each semester to students taking 5+ credits
- Provides UHS access
- Absorbs many costs insurance doesn’t cover**

**Students are responsible for insurance plan deductibles**

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

Automatically billed each semester to students taking 5+ credits
Health insurance

Assess your needs
- UHS website: www.umass.edu/uhs/insurance

Don’t need SHBP?
- Waive by deadline to avoid charges www.chpstudent.com
  Waivers accepted starting on-line in mid-July
  Deadline: 9/21/15

UHS, insurance & paying for care

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

Must provide insurance information at or before first UHS visit
- Download at 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
- covered by the SHBP, ID cards will be mailed. Download temporary card from CHP website

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/
PCPs and referrals

If your student’s PCP is at home:
• Referrals may be required for care at UHS
  • Help your student obtain referrals
  • Check your insurance plan: *open referral* may be available while student is at school
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

Confidentiality

• UHS visits, medical records confidential by law
• No information released without patient’s written permission
• Applies to parents, friends, staff, faculty
• Students encouraged to discuss health issues
  
  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/accesstocare/forms
Good health at school

Follow prevention advice
• Wash hands often
• Cover coughs
• Don’t share
• Stay in residence hall if sick

Get vaccinated
• Watch UHS website for info

Ill or injured?
• Call UHS’ Triage Advice Nurse, (413) 577-5229

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?