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

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
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.

Powered by TREXT

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](http://www.umass.edu/counseling)

Confidential services including:

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

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)
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
Mandatory Student Health Fee

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/accessstocare/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/](http://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

Be Health Smart...
for you and your community!

- Wash your hands:
  Use soap and water and wash for at least 20 seconds. To prevent the spread of germs, wash your hands often throughout the day, especially after coughing, sneezing, using the restroom or before handling food!

- Avoid touching your eyes, nose or mouth.

- Cough or sneeze into a tissue or your elbow, not your hands. Throw used tissues into the trash.

- Use hand sanitizer when you’re on the go and can’t wash.

- Don’t share food, drinks, utensils or similar items.

- If you’re sick, stay home from school or work. Limit contact with others.
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?