Creating a Culture of Well-being at FSU

- Campus-wide effort prioritizing student health and safety
- Evaluation of student health and safety data
- American College Health Association's Healthy Campus 2020 is a national effort to improve overall health on college campuses
FSU Health & Wellness Center: Much more than a clinical space

- Classrooms, auditorium, lounge area
- Smart device charging stations
- WiFi hot spot

Come see us!
Healthcare transition: Dependent to Independent

- Accessing the system
  - When to schedule an appointment
  - How to schedule an appointment
    - Getting there on time
    - Referrals
  - Patient-provider communication
    - Pertinent medical history
    - Allergies
- Insurance
  - Deductibles, co-pays
  - Insurance cards
    - Medical, pharmacy
- Pharmacy and laboratory services
  - Where to go
  - Additional co-pays
- Following treatment regimen
  - Taking medications as prescribed
  - Adhering to rest/activity restrictions, etc.
Disclosure of personal health information

• MUST have disclosure form signed by student
  • Exceptions
    • Minors under the age of 18
    • Life-threatening emergencies

• Student may rescind/modify disclosure form at any time
• Maintain open channel of communication with your child
Services available at the FSU Health & Wellness Center
Hours of Operation

• Monday through Friday

• Appointments available 8:00 AM – 4:00 PM
  • Appointment-based system
  • Call or walk in to schedule an appointment

• Staffing available until 5:00 PM
After-hours System of Care

http://uhs.fsu.edu/afterhours.html

The student is responsible for verifying insurance and network benefits when presenting to a community provider.
**Pharmacy**

- No onsite pharmacy
- CVS located near campus
- Several nearby pharmacy options available
- Some pharmacies offer specific free and/or reduced cost medications

<table>
<thead>
<tr>
<th>Pharmacy</th>
<th>Address</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Alphameds</strong></td>
<td>487 E Tennessee St # 2 Tallahassee, FL 32301</td>
<td>(850) 942-1992</td>
</tr>
<tr>
<td></td>
<td>822 West Pensacola St Tallahassee, FL 32304</td>
<td>(850) 841-1049</td>
</tr>
<tr>
<td><strong>CVS/Pharmacy</strong></td>
<td>On FSU's campus! 822 West Pensacola St Tallahassee, FL 32304</td>
<td>(850) 841-1049</td>
</tr>
<tr>
<td></td>
<td>1819 West Tennessee St Tallahassee, FL 32304</td>
<td>(850) 767-0147</td>
</tr>
<tr>
<td></td>
<td>1708 North Monroe St Tallahassee, FL 32303</td>
<td>(850) 386-6136</td>
</tr>
<tr>
<td></td>
<td>1300 Apalachee Pkwy Tallahassee, FL 32301</td>
<td>(850) 877-5168</td>
</tr>
<tr>
<td></td>
<td>3035 Apalachee Pkwy Tallahassee, FL 32301</td>
<td>(850) 402-4046</td>
</tr>
<tr>
<td><strong>Publix</strong></td>
<td>1700 North Monroe St # 852 Tallahassee, FL 32303</td>
<td>(850) 222-8992</td>
</tr>
<tr>
<td></td>
<td>101 North Blairstone Rd # 101 Tallahassee, FL 32301</td>
<td>(850) 219-6221</td>
</tr>
<tr>
<td></td>
<td>800 Ocala Rd # 200 Tallahassee, FL 32304</td>
<td>(850) 575-6997</td>
</tr>
<tr>
<td><strong>Stewart’s</strong></td>
<td>1350 E Tennessee St # C2 Tallahassee, FL 32308</td>
<td>(850) 216-1021</td>
</tr>
<tr>
<td><strong>Walgreens</strong></td>
<td>2009 W Tennessee St Tallahassee, FL 32304</td>
<td>(850) 580-1899</td>
</tr>
<tr>
<td></td>
<td>414 South Magnolia Dr Tallahassee, FL 32301</td>
<td>(850) 877-3023</td>
</tr>
<tr>
<td><strong>Winn-Dixie</strong></td>
<td>1625 W Tharpe St # 1 Tallahassee, FL 32303</td>
<td>(850) 297-2555</td>
</tr>
<tr>
<td><strong>Wal-Mart</strong></td>
<td>4400 West Tennessee St Tallahassee, FL 32304</td>
<td>(850) 574-4613</td>
</tr>
<tr>
<td></td>
<td>3535 Apalachee Pkwy Tallahassee, FL 32311</td>
<td>(850) 656-4593</td>
</tr>
<tr>
<td></td>
<td>3221 N Monroe St Tallahassee, FL 32303</td>
<td>(850) 562-2829</td>
</tr>
</tbody>
</table>
1st Floor

- Compliance
- Triage
- Priority Clinic
- Allergy Clinic
- Medical Response Unit
- Diagnostic Imaging
- Quest Diagnostics Lab
2nd floor

Physical Therapy

Fitness and Movement Clinic
3rd floor

Dental Clinic Staff

wellness
sport & spine
chiropractic and massage therapy

MORGAN
Dental Associates, PLLC
4th floor

• CHAW
• Primary Care
• Fast Track Clinic
• Travel Clinic
• Specialty Clinic
  • Allergy/Immunology
  • Neurology
  • Dermatology
  • Psychiatry
• Referrals
  • Internal referral coordinator

Center for Health Advocacy and Wellness (CHAW)

Primary Care Clinics
5th floor

• Administrative offices
• Billing office
• Medical Records
• Women’s Clinic
• Psychiatry Clinic

Women’s Clinic Staff

Psychiatry Clinic
Chronic conditions & special circumstances

• Major life transition
  • Relocation
  • Expanded social opportunities
  • Increased academic stress

• Stable vs. unstable
  • Life-work-play balance
  • Self-monitoring
  • Coping skills

• Specialty providers
  • Maintain vs. re-establish care

• Context of Care
  • Send pertinent records ahead of time
  • Treatment summary letter

• Medic alert bracelets
  • Anaphylaxis, Diabetes Mellitus, etc.
Insurance & billing

• In-network with a variety of different insurance plans
  • Out-of-network for Avmed, Tricare Prime, Medicaid

• University-sponsored insurance available
  • United Healthcare Student Resources
  • Premium deductible through financial aid

• Insurance coverage a requirement for registration
  • Any medical insurance will meet requirement

• PPO vs HMO
  • Bridge of care

• ER care is for true emergencies and not a substitute for primary or specialty healthcare services

http://studentinsurance.fsu.edu/
Insurance and Billing
In-Network Insurance Plans

• Florida Blue (formerly Blue Cross Blue Shield)
  • Network Blue/Blue Options
  • Blue Choice/PPO
  • Traditional

• Aetna
  • PPO
  • Managed Choice (POS)
  • HMO

• United HealthCare
  • Choice Plus
  • PPO & POS

• CIGNA
  • PPO
  • OAP (Open Access Plus)

• Humana (Out-of-Network for Psychiatry and Physical Therapy)
  • PPO
  • POS

• Tricare (Out-of-Network for Psychiatry)
  • Standard
  • Prime (Out-of-Network, Referral from your PCM is required)

• Capital Health Plan (CHP) (Out-of-Network for Physical Therapy)

• United Behavioral Health
Insurance & billing

• Routine face-to-face visits with a general medical clinician are covered under student health fee if not paid by insurance

• Co-pay not collected at time of visit

• All visits, procedures, labs, diagnostic imaging, & specialty visits will be billed to insurance carrier

• Outstanding balances post to student account
  • Registration hold for following semester
University Health Services Student Insurance Rates 2018/19

### Domestic

<table>
<thead>
<tr>
<th>Plan</th>
<th>From</th>
<th>To</th>
<th>Total Premium</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual</td>
<td>08/15/18</td>
<td>08/14/19</td>
<td>2,483.00</td>
</tr>
<tr>
<td>Fall</td>
<td>08/15/18</td>
<td>12/31/18</td>
<td>946.00</td>
</tr>
<tr>
<td>Spring/Summer</td>
<td>01/01/19</td>
<td>08/14/19</td>
<td>1,537.00</td>
</tr>
<tr>
<td>Summer</td>
<td>05/10/19</td>
<td>08/14/19</td>
<td>660.00</td>
</tr>
</tbody>
</table>

### International

<table>
<thead>
<tr>
<th>Plan</th>
<th>From</th>
<th>To</th>
<th>Total Premium</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual</td>
<td>08/15/18</td>
<td>08/14/19</td>
<td>2,524.00</td>
</tr>
<tr>
<td>Fall</td>
<td>08/15/18</td>
<td>12/31/18</td>
<td>961.00</td>
</tr>
<tr>
<td>Spring/Summer</td>
<td>01/01/19</td>
<td>08/14/19</td>
<td>1,563.00</td>
</tr>
<tr>
<td>Summer</td>
<td>05/10/19</td>
<td>08/14/19</td>
<td>670.00</td>
</tr>
</tbody>
</table>
Tips for First Year Students

• Call or walk in to schedule an appointment
• Bring your FSU ID and health insurance card with you
  • Have picture of front and back of card
• Know your medical (and family) history
• Understand your insurance coverage
  • Know whether your insurance uses Quest or LabCorp
• Practice regular self-care
  • Bring a “feel better” kit
    • OTC medications, Band-Aids®, thermometer
  • Maintain healthy diet and adequate rest
  • Keep all appointments as scheduled
• Practice navigating the healthcare system independently prior to coming to FSU
  • Make an appointment, pay a co-pay, fill a prescription
Find us on myFSU Mobile

Website
uhs.fsu.edu

@FSUHealthServices

@fsu_health