University Health Services
Orientation 2022
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
- Student may rescind/modify disclosure form at any time
- Maintain open channel of communication with your student
Consent to Treat for Minors

- If the student is under 18, a parent/guardian must sign the “Authorization For Care of Students Under Age 18” statement on the FSU Immunization Form.
Services Offered
Hours of Operation

- Monday through Friday
- Appointments available 8:00AM – 4:00PM
  - Appointment-based system
  - Call or walk in to schedule an appointment.
  - Staffing available until 5:00PM
TELEHEALTH
NOW AVAILABLE
Call 850.644.4567
After-hours System of Care

uhs.fsu.edu/health-care/after-hours-care

Talk to a doctor or therapist by phone or video with HealthiestYou.

HealthiestYou provides 24/7 access to doctors and mental healthcare.

Download the App – iOS – Google Play

Call (855) 870-5858

Other After-Hours Care Options Include

Walk-in Clinics
Urgent Care
Emergency Room

The student is responsible for verifying insurance and networks benefits when presenting to a community provider.
All patients will be web-enabled at the time of their first visit to University Health Services.
Pharmacy

- No onsite pharmacy
- CVS located near campus (West Pensacola Street location)
- Several nearby pharmacy options available
- Some pharmacies offer specific free and/or reduced cost medications

**Alphameds**
487 E Tennessee St # 2, Tallahassee, FL 32301 (850) 942-1992

**CVS**
882 West Pensacola St, Tallahassee, FL 32304 (850) 841-1049
1819 West Tennessee Street, Tallahassee, FL 32304 (850) 576-0147
1708 North Monroe Street, Tallahassee, FL 32303 (850) 385-6136
1300 Apalachee Parkway, Tallahassee, FL 32301 (850) 877-5168
3035 Apalachee Parkway Tallahassee, FL 32301 (850) 402-4046

**Publix**
1700 North Monroe St # 852, Tallahassee, FL 32303 (850) 222-1975
101 North Blairstone Road # 101, Tallahassee, FL 32301 (850) 219-6211
800 Ocala Road # 200, Tallahassee, FL 32304 (850) 575-6997

**Target**
2120 Apalachee Parkway Tallahassee, FL 32301 (850) 671-2041

**Walgreens**
2009 W Tennessee Street, Tallahassee, FL 32304 (850) 580-1899
414 South Magnolia Drive Tallahassee, FL 32301 (850) 877-3023

**Walmart**
4400 West Tennessee Street, Tallahassee, FL 32304 (850) 574-4613
3535 Apalachee Pkwy Tallahassee, FL 32311 (850) 656-4593
3221 N Monroe St Tallahassee, FL 32303 (850) 562-2829

Publix offers a free medication program*
Walmart offers $4 prescriptions*  
*select medications
Healthcare Services
First Floor

- Admission Health Requirements
- Triage
- Priority Clinic
- Allergy Clinic
- Medical Response Unit
- Diagnostic Imaging
- Quest Diagnostics Lab

Second Floor

- Fitness and Movement Clinic
- Physical Therapy

Third Floor

- Morgan Dental
- Wellness Sport & Spine
Fourth Floor

- Center for Health Advocacy and Wellness (CHAW)
- Primary Care
- Fast Track Clinic
- Travel Clinic

Fifth Floor

- Administrative Offices
- Billing Office
- Medical Records
- Women’s Clinic
- Referrals Department
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
Insurance & Billing

- In-network with a variety of different insurance plans
  - Out-of-network for Avmed, Tricare Prime, and 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 the requirement
- PPO vs HMO
  - Bridge of care
- ER care is for true emergencies and not a substitute for primary or specialty healthcare services
Insurance & 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)
  - Select
  - 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 applied for following semester
University Health Services Student Insurance Rates 2022/2023

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<tr>
<th></th>
<th>Domestic Student</th>
<th>International Student</th>
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<tbody>
<tr>
<td><strong>Annual:</strong> Aug. 15 – Aug. 14</td>
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<tr>
<td><strong>Fall:</strong> Aug. 15 – Dec. 31</td>
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<td><strong>Spring/Summer:</strong> Jan. 1 – Aug. 14</td>
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<td><strong>Summer:</strong> May 10 – Aug. 14</td>
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*Please note that “Summer” coverage is only available to summer admits.
*Rates for 2022/2023 have not been released.

studentinsurance.fsu.edu
UHS and COVID-19
UHS Supports the University-Wide Stay Healthy FSU Initiative
Tips for First Year Students

- Call or walk in to schedule an appointment. Appointments can also be made online at MyHealth.uhs.fsu.edu
- Bring your FSU ID and health insurance card with you
  - Have picture of front and back of card
- Know your medical (and family) history
  - Allergies and reactions
- 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
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