FSU Health & Wellness Center: Much more than a clinical space

- Classrooms, auditorium,
  Smart device charging stations
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.
Hours of Operation

- Monday through Friday
- Appointments available 8:00AM – 4:00PM
  - Appointment-based system
  - Call to schedule an appointment.
- Staffing available until 5:00PM
Telehealth Now Available
Call 850.644.4567
After-hours System of Care

[link: uhs.fsu.edu/health-care/after-hours-care]

Other After-Hours Care Options Include
- Walk-in Clinics
- Urgent Care
- Emergency Room

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

The student is responsible for verifying insurance and networks benefits when presenting to a community provider.
Returning Patients Can Access the

PATIENT PORTAL

- Get lab results
- Request medication refills
- Communicate with us
- View current, future and past appointments

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
Services Offered
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
• Psychiatry 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

- 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 2021/2022

<table>
<thead>
<tr>
<th></th>
<th>Domestic Student</th>
<th>International Student</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Annual:</strong> Aug. 15 – Aug. 14</td>
<td>$2,952</td>
<td>$3,000</td>
</tr>
<tr>
<td><strong>Fall:</strong> Aug. 15 – Dec. 31</td>
<td>$1,124</td>
<td>$1,142</td>
</tr>
<tr>
<td><strong>Spring/Summer:</strong> Jan. 1 – Aug. 14</td>
<td>$1,828</td>
<td>$1,858</td>
</tr>
</tbody>
</table>

*Summer: May 10 – Aug. 14

*Please note that “Summer” coverage is only available to summer admits.

[studentinsurance.fsu.edu](http://studentinsurance.fsu.edu)
UHS and COVID-19
Stay Healthy FSU aims to remind all members of the FSU Community to abide by recommended social distancing, face-covering, and hygiene practices in an effort to “Stop the Spread” of COVID-19.
Wear a face-covering when indoors
Stay 6 feet away from others
Wash your hands frequently
Monitor your symptoms
Disinfect frequently-touched surfaces
Testing

Call UHS at 850.644.4567 if you are experiencing symptoms or are concerned about possible direct exposure.
UHS Facility Entry Screening

For the safety of our students, staff, and visitors, University Health Services has implemented screening measures that precede entry into our facilities.

- Visitors may be asked screening questions and temperatures may be taken
- Face coverings must be worn inside
Tips for First Year Students

- Call 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
  - 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
Amy Magnuson  
Director  
amagnuson@fsu.edu

Latricia Simmons  
Assistant Director, Clinic Operations  
lsimmons@fsu.edu

Mari Kay Avant  
Marketing/Outreach Coordinator  
mavant@fsu.edu