Hours of Operation & Location

- Monday through Friday
- Appointments available 8:00AM – 4:00PM
  - Appointment-based system
  - Appointments can be scheduled online, by phone, or in-person
  - Staffing available until 5:00PM
- Located at the Mary B. Coburn Health & Wellness Center
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.
Returning Patients Can Access the PATIENT PORTAL

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

Online Scheduling

All patients will be web-enabled at the time of their first visit to University Health Services.
Appointments available for:

- Well and preventative physicals (athletic, band, women's annual exams)
- Diagnostic Imaging (x-rays, ultrasounds)
- Immunizations
- Allergy Injections
- Acute illness and injury
- Lab Services
- Routine follow-ups and chronic medical care
- Mental Health follow-ups
- Medication Refills
Additional Specialty & Virtual Services:

- Physical Therapy
- Rapid HIV testing
- Nutrition Consultation
- Wellness Coaching
- Virtual Services (Telehealth)
  - RN Telephone Triage
  - Mental health follow-ups
  - Acute illness and injury that is amenable to telemedicine
University Health Services is pleased to offer expanded specialty services to FSU students. Specialty services include chiropractic care through Wellness Sport & Spine, dental care with Morgan Dental Associates, and lab services through Quest Diagnostics. These services are all available within UHS and bill for their services separately from UHS.
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.
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

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

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
Pharmacy

- No onsite pharmacy
- CVS located near campus (West Pensacola Street location)
- Several nearby pharmacy options available
- Some pharmacies offer specific 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 reduced cost medications*
Walmart offers $4 prescriptions*

*select medications
Insurance & Billing

- In-network with a variety of different insurance plans
  - Out-of-network for Avmed & Tricare Prime
- University-sponsored insurance available
  - United Healthcare Student Resources
  - Premium deductible can be paid through financial aid
- Insurance coverage is a requirement for registration
  - Any health 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
  - HMO
  - POS & EPO

- United HealthCare (Student Resources)
  - FSU Sponsored Health Plan
  - In-network for all services

- United HealthCare
  - Choice Plus
  - PPO & POS

- CIGNA
  - PPO
  - OAP (Open Access Plus)

- Humana
  - PPO
  - POS
  - EPO
  - Choice Care Network

- Tricare
  - Select
  - Prime (Out-of-Network, Referral from your PCM is required)

- Medicaid (Humana)
  - Healthy Horizons

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

- United Behavioral Health

*https://www.uhcsr.com/glossary*
Insurance & Billing

- The student health fee covers patient financial responsibility associated with most UHS office visits (for example, a medical provider evaluates a sick patient but does not order any tests, procedures or prescriptions).
- Co-pay not collected at time of visit.
- All visits, procedures, labs, diagnostic imaging & specialty visits will be billed to insurance carrier.
- Outstanding balances posted to student account.
  - Registration hold applied for following semester.
<table>
<thead>
<tr>
<th></th>
<th>Domestic Student</th>
<th>International Student</th>
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</thead>
<tbody>
<tr>
<td><strong>Annual:</strong> Aug. 15 – Aug. 14</td>
<td>$3,086</td>
<td>$3,135</td>
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<tr>
<td><strong>Fall:</strong> Aug. 15 – Dec. 31</td>
<td>$1,175</td>
<td>$1,194</td>
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<td><strong>Spring/Summer:</strong> Jan. 1 – Aug. 14</td>
<td>$1,911</td>
<td>$1,941</td>
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<tr>
<td><strong>Summer:</strong> May 10 – Aug. 14</td>
<td>$880 (2024) $830 (2025)</td>
<td>$894 (2024) $833 (2025)</td>
</tr>
</tbody>
</table>

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

UHS offers several ways for students to become involved. To learn more, visit uhs.fsu.edu/getinvolved
Tips for First Year Students

- Call or walk in to schedule an appointment. Appointments can also be made online at https://mycw34.eclinicalweb.com/portal3684/jsp/100mp/login_otp.jsp
- Bring your FSU ID and health insurance card with you
- Know your medical (and family) history
  - Allergies and reactions
- Understand your insurance coverage (UHS NPI 1699809236 and Tax ID 59-1961248)
  - 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