University Health Services
Orientation 2024
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

All patients will be web-enabled at the time of their first visit to University Health Services.
Healthcare 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
Community Partners

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

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 network benefits when presenting to a community provider.
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
  - Active policies will be verified upon submission
- 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 post to student account
  - Registration hold applied for following semester
# University Health Services Student Insurance Rates 2023/2024

<table>
<thead>
<tr>
<th>Period</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>$3,322</td>
<td>$3,375</td>
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<tr>
<td><strong>Fall:</strong> Aug. 15 – Dec. 31</td>
<td>$1,262</td>
<td>$1,282</td>
</tr>
<tr>
<td><strong>Spring/Summer:</strong> Jan. 1 – Aug. 14</td>
<td>$2,060</td>
<td>$2,093</td>
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<tr>
<td><em>Summer:</em> May 10 – Aug. 14</td>
<td>$880 (23/24)</td>
<td>$894 (23/24)</td>
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*Please note that “Summer” coverage is only available to summer admits.

[studentinsurance.fsu.edu](http://studentinsurance.fsu.edu)
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](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
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