DID YOU KNOW?

✔ We have Board Certified Physicians.
✔ We have a Counseling Center & Addiction Recovery Program.
✔ We have a FULL SERVICE pharmacy.
✔ You can schedule your appointments online at shs.uncg.edu.
✔ We offer massage therapy

STUDENT HEALTH SERVICES

SERVICES COVERED BY YOUR HEALTH FEE

- Access to the Student Health Center
- Unlimited provider visits in the Primary Care & Women’s Health Clinics (excludes pharmacy, lab testing & x-ray)
- Coordination of referrals to specialty services in the community
- Physicals
- Nurse evaluations and consultations on a variety of health-related issues
- Counseling, psychological and psychiatric services, including after-hours urgent on-call services
- Access to specialty care with Sports Medicine Fellows from Cone Health System on-site.

Services Provided for UNCG Students

- PRIMARY MEDICAL CARE
- COUNSELING SERVICES
- EASY PRESCRIPTION REFILLS
- WOMEN’S HEALTH
- LANGUAGE INTERPRETATION SERVICES
- ADDICTION RECOVERY PROGRAM
- SPORTS MEDICINE
- IMMUNIZATIONS CLINIC
- LABORATORY & X-RAY

Accredited by AAAHC

ACREDITATION ASSOCIATION FOR AMBULATORY HEALTH CARE, INC.
North Carolina law requires individuals attending a college or university, public, private or religious, to receive certain immunizations. Students can upload their immunization records through the Patient Portal located on our website at shs.uncg.edu.

**Immunization Checklist**

*Required Immunizations*
- DTap/DTP/Td-3 doses
- Tdap Booster
- Polio- 3 doses
- MMR (Measles Mumps Rubella)-2 doses
- Hepatitis B series
- Varicella
- Tuberculin Skin Test (only if born outside of U.S)

**Recommended Immunizations**
- Meningococcal vaccine
- Meningococcal B Vaccine
- Hepatitis A
- Human Papillomavirus
- Tuberculin Skin Test

*Immunizations Requirements May Vary By Age

**Waive or Enroll**

**How do I provide proof of my insurance?**

**To Waive:**
1. Visit studentbluenc.com/uncg
2. Click “Waive” to begin the waiver process
3. You will need to create an account first.
4. Fill in the waiver form with the insurance information found on your insurance card.
5. Once completed, you should receive approval confirmation. Please keep for your records.

**To enroll:**
1. Visit studentbluenc.com/uncg
2. Click “Enroll” to begin enrollment process
3. You will need to create an account with your demographic information.
4. Once completed, you should receive an enrollment confirmation number.
Student Health Services provides primary health care services for UNC Greensboro students, as well as convenient care for UNCG faculty and staff. As a health organization operating within an academic institution, we are committed to the support of the educational, research and service missions of the University.

The Staff at Student Health Services is made up of Licensed Medical Professionals including:

- Board Certified Physicians
- Nurses
- Nurse Practitioners
- Physician Assistants
- Laboratory & X-Ray Technicians
- Pharmacists

Online appointments can be made for some services through the online Student Health Portal. Students can call the office at (336) 334-5340.

In case of an emergency, students should call 911 or Campus Police at (336) 334-4444. After hours nurse triage services are also available.
YES, Student Health has an on-site Pharmacy!

We accept most insurance benefits for prescriptions and co-pays can be charged to a student’s account if preferred.

Refill requests can be made online on the Student Health website or anytime by phone at (336) 334-3530.

Requests made after hours will be available for pick-up the next business day.

We can transfer all of your medications from your previous pharmacy to the Student Health Services Pharmacy for your convenience.

**PHARMACY HOURS OF OPERATION**

<table>
<thead>
<tr>
<th>Days</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday thru Thursday</td>
<td>8:30am - 6:00pm</td>
</tr>
<tr>
<td>Friday</td>
<td>8:30am - 5:00pm</td>
</tr>
<tr>
<td>Sunday</td>
<td>5:00pm - 8:00pm</td>
</tr>
</tbody>
</table>
The Counseling Center offers a wide range of services designed to support and challenge the personal growth, academic success and emotional health of currently enrolled UNCG students, as well as services and programs to promote positive mental health throughout the University community.

As a unit within Student Health Services, the staff of the Counseling Center provides services that not only enhance the quality of students’ college experiences but also contribute to their academic retention and success.

Our staff includes Licensed Psychologists, Licensed Counselors, a Licensed Clinical Addictions Specialist, Licensed Clinical Social Workers and a Board Certified Nurse Practitioner and Psychiatrist, as well as Graduate Trainees.

We are committed to meeting the needs of people of diverse racial, ethnic and national backgrounds, gender, sexual/affectional orientations, mental and physical abilities, religious/spiritual beliefs and socioeconomic backgrounds and all types of diversity.

#FindYourWayHere

The Counseling Center offers a wide range of services designed to support and challenge the personal growth, academic success and emotional health of currently enrolled UNCG students, as well as services and programs to promote positive mental health throughout the University community.

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Recovery Zone offers recovery messaging training to reduce the stigma associated with addiction and create a broader recovery-minded campus.
<table>
<thead>
<tr>
<th>Benefit Category</th>
<th>Fall Semester: Effective Dates</th>
<th>Spring Semester: Effective Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Policy year deductible</strong></td>
<td>$0 at Student Health Center</td>
<td>$500 per insured member</td>
</tr>
<tr>
<td></td>
<td>$500 per insured member in-network</td>
<td></td>
</tr>
<tr>
<td><strong>Policy year out of pocket maximum</strong></td>
<td>$0 at Student Health Center</td>
<td>$8,000 individual</td>
</tr>
<tr>
<td></td>
<td>$4,000 individual</td>
<td></td>
</tr>
<tr>
<td><strong>Office visits</strong></td>
<td>Student Health Center: No Charge</td>
<td>Primary care provider and/or Specialist: $25 copayment, then 20% after deductible</td>
</tr>
<tr>
<td>Includes telehealth, office surgery, X-rays and labs</td>
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<td></td>
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<tr>
<td></td>
<td><strong>Preventative Care</strong></td>
<td></td>
</tr>
<tr>
<td>Routine examinations, well-child care, immunizations,</td>
<td>No Charge at both Student Health Center and in-network</td>
<td>30% after deductible</td>
</tr>
<tr>
<td>gynecological exams, cervical cancer screening, ovarian</td>
<td></td>
<td></td>
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<tr>
<td>cancer screening, screening mammograms, colorectal</td>
<td></td>
<td></td>
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<tr>
<td>screening, bone mass measurement, newborn hearing</td>
<td></td>
<td></td>
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<tr>
<td>screening and prostate specific antigen tests (PSAs).</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Urgent care centers and emergency room</strong></td>
<td>Urgent care centers: $75 copayment, then 20% after deductible</td>
<td>Urgent care centers: $75 copayment, then 20% after deductible</td>
</tr>
<tr>
<td>Urgent Care centers (Copayment waived if referred to ER)</td>
<td>Emergency room: $400 copayment then 20% after deductible</td>
<td>Emergency room: $400 copayment then 20% after deductible</td>
</tr>
<tr>
<td>Emergency room visit (inpatient hospital benefits apply if admitted. If held for observation, outpatient benefits apply. See “Inpatient &amp; Outpatient Hospital Services”).</td>
<td>Ambulance service: 20% after deductible</td>
<td>Ambulance service: 20% after deductible</td>
</tr>
<tr>
<td><strong>Inpatient and Outpatient hospital services</strong></td>
<td>20% after deductible</td>
<td>30% after deductible</td>
</tr>
<tr>
<td><strong>Prescription drugs</strong></td>
<td>$15 copayment for 30-day prescriptions at Student Health Center regardless of Tier</td>
<td>Copayment + charge over in-network allowed amount</td>
</tr>
<tr>
<td>Up to 30 days supply, 31-60 day supply is two copayments and 61-90 day supply is three copayments. Infertility, Weight Loss, and Sexual Dysfunction Drugs are not covered by the plan.</td>
<td>Tier 1: $30 copayment</td>
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<tr>
<td></td>
<td>Tier 2: $45 copayment</td>
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<tr>
<td></td>
<td>Tier 3: $60 copayment</td>
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<tr>
<td></td>
<td>Tier 4: $120 copayment</td>
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<tr>
<td><strong>Mental health and substance abuse services</strong></td>
<td>Office visits: $25 copayment, then 20% after deductible</td>
<td>Office visits: $25 copayment, then 30% after deductible</td>
</tr>
<tr>
<td>Office visits</td>
<td>Inpatient / Outpatient</td>
<td></td>
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<tr>
<td></td>
<td><strong>Vision care</strong></td>
<td></td>
</tr>
<tr>
<td>Preventative eye exam</td>
<td>Preventative eye exam: No Charge</td>
<td></td>
</tr>
<tr>
<td>Diagnostic eye exam</td>
<td>Diagnostic eye exam: $25 copayment, then 20% after deductible</td>
<td></td>
</tr>
<tr>
<td>Lens and frame coverage (Reimbursement up to benefit period maximum of $200 for prescribed glasses-lenses and frames-and hard, soft or disposable contact lenses.)</td>
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<td></td>
</tr>
<tr>
<td><strong>Other Services</strong></td>
<td>20% after deductible</td>
<td>30% after deductible</td>
</tr>
<tr>
<td>Skilled Nursing Facility (60 days per Benefit Period), Home Health Care, Durable Medical Equipment and Hospice, Maternity (Maternity Delivery includes Prenatal and Post-Delivery Care, Transplants)</td>
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</tr>
</tbody>
</table>

All dollar amounts and percentages are what you, as a plan member, would pay.
UNDERSTANDING FINANCIAL RESPONSIBILITY

DO YOU HAVE STUDENT BLUE HEALTH INSURANCE?

GOOD NEWS! STUDENT HEALTH WILL FILE THE CLAIM FOR YOU.

ARE YOU COVERED UNDER CIGNA OR MEDCOST?

GOOD NEWS! WE ARE IN NETWORK WITH YOUR PROVIDER STUDENT HEALTH WILL FILE THE CLAIM FOR YOU.

NO. I HAVE MY OWN INSURANCE

NO WORRIES! WE CAN COURTESY FILE YOUR SERVICES ON YOUR BEHALF.

PAYMENTS

Student Health Services charges a nominal fee for laboratory testing, immunizations, X-Rays, medications, specialty services, office procedures and some appointment no-shows.

Charges for all services provided by UNCG Student Health Services are the patient’s responsibility, regardless of insurance claims filed for those services or any associated benefits provided by the patient’s insurer.

Payment for charges is expected the day services are provided by using Cash, Check, Visa or Mastercard. The student’s name must be on the credit card. HSA and Flex cards may be declined because of the University tax identifier.

If unable to pay at checkout or if one does not checkout, any unpaid balance will be transferred to the student’s Banner account and needs to be paid at the Cashier’s and Student Accounts Office. These charges can create a hold on the student’s Banner account if left unpaid.

FILING INSURANCE

Student Health Services will file insurance claims for eligible services and receive payment for Student Health Insurance Plan (offered through the school), CIGNA and Medcost. Contact your insurance company to see if Student Health Services is in network.

Student Health Services uses an outside laboratory to process some testing. If the student has private insurance that contracts with Student Health Services, the outside lab company will file with insurance not Student Health Services.

Receipt for Services

Students can be given a receipt or “walk out statement” for medical charges. The student can submit this, along with the appropriate insurance claim form for reimbursement if their insurance does not contract with Student Health Services (there are a few exceptions).
UNCG students have access to the Patient Portal. Students can view their medical records, schedule some appointments online, upload immunization records, gain access to secure messaging and upload insurance cards.

This is your dashboard. You can schedule appointments, access your medical records and more.

You can set appointment reminders and alerts so you are never late for your appointment.

View and download your walk-out statement (receipt) for services at the Student Health Center.

Secure messaging for students. Send and receive private messages from your doctor and/or nurse.

Upload your Immunization Records PLEASE MAKE SURE YOUR NAME, DATE OF BIRTH AND STUDENT ID NUMBER ARE ON ALL SUPPORTING DOCUMENTATION!

Students can access the Patient Portal on the Student Health Services website at shs.uncg.edu under the “Appointment” tab.
Access your patient portal right at your fingertips

**Anytime. Anywhere.**

### ONLINE APPOINTMENTS

Some types of appointments are not conducive to online scheduling due to the complexity of the service, e.g. women’s health. We ask that you call to schedule important appointments so we may provide you with the most appropriate level of care.

### MEDICAL CLINIC

- Allergy Injections
- Immunizations
- Laboratory & X-Ray
- Nurse Clinic
- Women’s Health
- Primary Medical Care
- Pharmacy

### THE COUNSELING CENTER

- Brief Outpatient Counseling
- Consultation & Outreach Activities
- Psychiatric Services
- Crisis Intervention
- Group Therapy
- Workshops

For appointments not available through the new online service, please call to schedule by phone. Please read our policy on late/ no show appointments. Faculty and staff may not use the on-line scheduler for Workers’ Compensation appointments.

### UPLOADING DOCUMENTS

You have documents that need to be uploaded. Login to your patient portal, click the Upload link to send us the documents.

**Upload Your Immunization Records**

- (pdf/.jpeg/.png format)

**Upload Your Insurance Card Information**

Submit and save your primary medical insurance information into the Patient Portal.

For future medical visits to the Health Center, we can access your information to file the claim.

The Front Desk HIM Staff can assist students in courtesy filing their claims to their insurance carrier.

The Nursing Staff will verify your records and send you a secure email.

You should receive an email that you are In Compliance.