Frequently Asked Questions about the Student Health Care Center (SHCC)
Summer 2008
www.shcc.ufl.edu

1. **Do students need to have some type of health insurance to use the SHCC and their satellite clinics?**
   No, a UF student does NOT have to have health insurance to be able to use the SHCC. However, it is in the student's best interest to have at least some form of health insurance just in case there is a need for hospitalization or surgery or the student has a prolonged illness. International Students are required by UF policy to have medical insurance but domestic students are not. Students who have purchased any of the UF sponsored insurance plans must use the SHCC for health care whenever the facility is open.

2. **Does a student have to purchase one of the UF sponsored health insurance products to utilize the SHCC?**
   No, a student does NOT have to have any health insurance to use the SHCC facilities. The SHCC will bill the UF sponsored health insurance plans directly however we will not directly bill your primary health insurance.

3. **What is the "health fee" and what services does this fee cover?**
   The per-credit-hour health fee is a mandatory fee that is part of the tuition the student pays to attend classes at UF. This fee covers medical visits to a pre-assigned medical provider, visits to see a health educator and dietician, and up to 12 visits a year to see mental health professionals. The health fee **does NOT** cover health insurance costs. The health fee also **does not** cover the costs of medical procedures; medications administered or prescribed; vaccinations; visits to SHCC medical specialists; and x-rays or laboratory work done within the Student Health Care Center. If your student is not taking classes over the summer, they can purchase the Off Semester Health Fee and be seen as if they were taking classes.

4. **How does my student make an appointment to be seen at Student Health?**
   The student needs to call 392-1161 to schedule an appointment with their assigned Primary Care Medical Provider. First they will be told who their provider is and then the call will be transferred to that team to make the actual appointment. If the student calls in the morning hours, it is possible that they may be able to schedule a same day appointment or they will be given an appointment within the day or two. If your student has an acute injury they can immediately walk in to be seen. Otherwise, it is always advisable to call first for an appointment.

5. **What are the typical charges associated with a visit to the SHCC?**
   Office visits are not charged as they are part of the "health fee" the student pays with tuition. However, the health fee **does not** cover the costs of medications (both prescription and over-the-counter), vaccines, medical procedures such as dressing changes, eye or ear irrigations, suturing, and costs associated with minor surgeries, etc. These services are additionally charged to the student and can either be paid on the day of service or the charges may be billed to the student's UF Account. Any outstanding SHCC bills must be paid by the end of the semester of or the student's next semester registration will be blocked.

6. **Will my family health insurance (BCBS, United Health Care, AvMed, Humana, etc.) policy cover the expenses accrued at a SHCC visit?**
   Possibly....you must check with your individual insurance carrier to see if services provided at SHCC are covered. The SHCC will not bill your insurance carrier directly so your student will have to pay for services rendered and then submit the bill to your insurer for reimbursement. The SHCC insurance office can assist students in filing claims.

7. **My student has a chronic health condition (Diabetes, Asthma, Irritable Bowel Syndrome, etc.) – What can I do to make sure he/she gets the best care possible?**
   Your student will be assigned a Primary Care Provider who will follow your student throughout their career at UF. Please make sure you bring a copy of your student's pertinent medical records (including recent laboratory work, a summary of their chronic health problem, and a list of all medications they are taking) when your student first meets with their assigned Primary Care Provider. The SHCC medical provider will work closely with your physician at home to give your student the best care possible. It is also a good idea to check with your health insurance carrier to see if your policy allows your student to see specialists in the Gainesville area, if the need for referral to a specialist occurs.

8. **How will I be informed if my student is badly injured or critically ill? Who will call me?**
   The University Police Department (UPD) is very helpful with any injuries on campus. Badly injured students are usually transported to Shands ER. It is likely that you will be called either by ER personnel or UPD. If your student is being seen at the SHCC and has an urgent medical problem, be assured, with your student's permission, you will be contacted.

9. **If my student needs to be hospitalized, how will that be managed?**
   If a SHCC medical provider feels that your student needs to be transferred to the hospital, the student will be encouraged to notify you and also check that your health insurance policy will cover the hospitalization. We will work closely with the student to make sure they have appropriate transportation to the hospital if the situation is non-urgent or call 911 if the situation is an emergency.

10. **My student has ADHD and receives medication – What will I need to do to make sure my student gets his/her medications?**
    Your student should bring a copy of their medical records and any educational testing records they may have had in the past and make an appointment with either their Primary Care Provider (352-392-1161) or with a Psychiatrist in Student Mental Health (352-392-1171). Your student may want to consider registering with the Student Disability Resource Office (352-392-1261).

11. **How can I obtain copies of my student's medical information?**
    Once your student is 18 years of age we must have your student's permission to speak with you about your student's medical condition. Your student will be required to sign an official release before any medical records can be released to you or anyone else. This is the law.

12. **Is there a blanket consent I can to sign to see my student's medical records?**
    No, there is no blanket consent. The SHCC staff is bound under federal HIPAA law to protect the privacy of every patient seen. Your student must give us express permission to both talk with you about their illness or injury and to release any medical records.

13. **What about women's health care?**
    We have a separate women's health team at SHCC that will be able to provide routine and even specialty gynecological care for your student. Students also have the option to have their women's health care delivered by their SHCC Primary Care Provider.

14. **How can my student pay for charges from an SHCC visit?**
    The student can pay the same day of service using cash, check, major credit cards, debit cards, or the student can defer payment and the charges will be automatically posted to their UF student account. This is the same account that is billed for traffic/parking violations, library fines, dining expenses, etc. The UF account must be paid in full before the end of the semester or the student cannot register for further academic classes.

15. **Will the SHCC bill my health insurance for any costs associated with my visit?**
    No, the only insurance the SHCC bills directly is the UF Sponsored Health Insurance plans. The SHCC Insurance Office will assist students in billing their insurance carrier but the SHCC will not bill these directly.