YOUR HEALTH IS OUR FIRST PRIORITY!

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.

Patient Portal

Students can schedule some appointments online, upload immunization records, gain access to secure messaging and upload insurance cards.

Our Staff

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

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

Appointments can also be made in person or through the online student health portal. **Online appointments are available for certain services.**

Or students can call **336 334-5340** or stop by to make appointments for all services. Students without appointments who present for immediate care for acute illnesses or injuries will be appropriately triaged and seen on a work-in appointment basis.

Emergency

In case of a medical emergency, students should call 911 or campus police at 336-334-4444. After hours nurse triage services are also available.
#FindYourWayHere

The Counseling Center

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.

The services may include: wellness and skill building workshops, group therapy, short term individual counseling, crisis intervention, psychiatric services, consultation and outreach activities.

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.

- WORKSHOPS
- CONSULTATIONS
- PSYCHIATRY
- AFTER HOURS ON CALL SUPPORT
- GROUP THERAPY
- OUTREACH
- REFERRALS
- INDIVIDUAL COUNSELING
- MENTAL HEALTH SCREENING
- CRISIS INTERVENTION
- SUICIDE PREVENTION

Hours of Operation

Summer, holiday and break hours may vary

Monday - Thursday
8AM - 6PM

Friday
8AM - 5PM

Weekends
CLOSED

To make an appointment in the Counseling Center, please call (336) 334-5874 or stop by our center.

After Hours Emergency

If we are closed and this is an emergency, please contact Campus Police at (336) 334-4444 (24 hour).

For Counseling Center after hours urgent support, please call 336.334.5874.
Prescription Refill Requests

- Refill requests can be made online on the SHS website or anytime by phone at 336.334.3530.

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

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

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

Pharmacy Services

- Non-prescription / Over-the-counter medications
- Online refill request
- Lower costs on medications
- Prescription transfer
- Located on campus for convenience
- Language Interpretation - Language Line
- Unwanted or Expired Drug Disposal Box

Drug Disposal Box

Safely dispose of your unwanted or expired medications in the green box at the front entrance of the Student Health Center.

HOURS OF OPERATION

Monday - Thursday
8:30am - 6pm

Friday
8:30am - 5pm

Sunday
5pm - 8pm

CONTACT OUR PHARMACY

Direct Line
336.334.3348
shs.uncc.edu/pharmacy

VISIT OUR PHARMACY

107 Gray Drive
Greensboro, NC 27412
(next door to Housing & Residence Life)
How do I submit Immunization records?

North Carolina law requires individuals attending a college or university, whether public, private or religious, to receive certain immunizations.

Upload your immunization record through the Patient Portal. Immunization requirements and form can be downloaded from webpage: [https://shs.uncg.edu/immunizations](https://shs.uncg.edu/immunizations)

How do I verify health insurance?

*Enroll or waive.*

All Students are required to have health insurance depending on enrollment status. Eligible students are required to enroll in or waive out of BCBS student health insurance coverage each semester. Students that have not taken any action by **September 10, 2019** will be default enrolled into the student health insurance plan and charged for it.

Go to [studentbluenc.com/uncg](http://studentbluenc.com/uncg) to enroll in or waive out of student insurance.
# StudentBlue Insurance Plan

## 2019-2020 Academic Year

### Medical Plan Rates

<table>
<thead>
<tr>
<th></th>
<th>Fall Semester Effective Dates 08/01/19 - 12/31/19</th>
<th>Spring Semester Effective Dates 01/01/20 - 07/31/20</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Student</strong></td>
<td>Cost: $1,313.50</td>
<td>Cost: $1,313.50</td>
</tr>
</tbody>
</table>

**Average Monthly Cost** = **$219**

### Benefit Highlights

<table>
<thead>
<tr>
<th><strong>Policy Year Deductible</strong></th>
<th>If you visit your Student Health Center or doctor in the Student Blue network: (In-network provider)</th>
<th>If you visit a doctor NOT in the Student Blue network: (Out-of-network provider)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>$0 at Student Health Center</strong></td>
<td>$500 per insured member in-network</td>
<td>$500 per insured member</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Policy Year Out of Pocket Maximum</strong></th>
<th>If you visit your Student Health Center or doctor in the Student Blue network: (In-network provider)</th>
<th>If you visit a doctor NOT in the Student Blue network: (Out-of-network provider)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>$0 at Student Health Center</strong></td>
<td>$4,000 Individual</td>
<td>$8,000 Individual</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Office Visits</strong></th>
<th>If you visit your Student Health Center or doctor in the Student Blue network: (In-network provider)</th>
<th>If you visit a doctor NOT in the Student Blue network: (Out-of-network provider)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Includes office surgery, X-rays and lab</td>
<td><strong>UNCG Student Health Center:</strong> 100%, no deductible</td>
<td><strong>Primary care provider and/or Specialist:</strong> $25 copayment, then 70% after deductible</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Preventative Care</strong></th>
<th>If you visit your Student Health Center or doctor in the Student Blue network: (In-network provider)</th>
<th>If you visit a doctor NOT in the Student Blue network: (Out-of-network provider)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Routine examinations, well-child care, immunizations, gynecological exams, cervical cancer screening, ovarian cancer screening, screening mammograms, colorectal screening, bone mass measurement, newborn hearing screening and prostate specific antigen tests (PSAs).</td>
<td>100% no deductible at both Student Health Center and in-network</td>
<td>70% after deductible</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Urgent Care Centers and Emergency Room</strong></th>
<th>If you visit your Student Health Center or doctor in the Student Blue network: (In-network provider)</th>
<th>If you visit a doctor NOT in the Student Blue network: (Out-of-network provider)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Urgent care centers</td>
<td><strong>Urgent care centers:</strong> $75 copayment, then 90% after deductible</td>
<td><strong>Urgent care centers:</strong> $75 copayment, then 90% after deductible</td>
</tr>
<tr>
<td>Emergency room</td>
<td><strong>Emergency room:</strong> $400 copayment, then 80% after deductible</td>
<td><strong>Emergency room:</strong> $400 copayment, then 80% after deductible</td>
</tr>
<tr>
<td>Ambulance service</td>
<td><strong>Ambulance service:</strong> 80% after deductible</td>
<td><strong>Ambulance service:</strong> 80% after deductible</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Inpatient and Outpatient Hospital Services</strong></th>
<th>If you visit your Student Health Center or doctor in the Student Blue network: (In-network provider)</th>
<th>If you visit a doctor NOT in the Student Blue network: (Out-of-network provider)</th>
</tr>
</thead>
<tbody>
<tr>
<td>80% after deductible</td>
<td>70% after deductible</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Prescription Drugs</strong></th>
<th>If you visit your Student Health Center or doctor in the Student Blue network: (In-network provider)</th>
<th>If you visit a doctor NOT in the Student Blue network: (Out-of-network provider)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to 30 day supply, 31-60 day supply is two copayments and 61-90 day supply is three copayments. Infertility, Weight Loss, and Sexual Dysfunction Drugs not covered by the plan.</td>
<td><strong>$0 - $15 for all 30-day prescriptions at Student Health Center regardless of tier</strong></td>
<td>Copayment + charge over in-network allowed amount</td>
</tr>
<tr>
<td><strong>We encourage students to check the Student Blue website for copayment on Tier prescriptions</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Mental Health and Substance Abuse Services</strong></th>
<th>If you visit your Student Health Center or doctor in the Student Blue network: (In-network provider)</th>
<th>If you visit a doctor NOT in the Student Blue network: (Out-of-network provider)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office visits</td>
<td><strong>Office visits:</strong> $25 copayment, then 80% after deductible</td>
<td><strong>Office visits:</strong> $25 copayment, then 70% after deductible</td>
</tr>
<tr>
<td>Inpatient/outpatient</td>
<td><strong>Inpatient/outpatient:</strong> 80% after deductible</td>
<td><strong>Inpatient/outpatient:</strong> 70% after deductible</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Vision Care</strong></th>
<th>If you visit your Student Health Center or doctor in the Student Blue network: (In-network provider)</th>
<th>If you visit a doctor NOT in the Student Blue network: (Out-of-network provider)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preventative eye exam</td>
<td><strong>Preventive eye exam:</strong> 100%, no deductible</td>
<td><strong>Preventive eye exam:</strong> 100%, no deductible</td>
</tr>
<tr>
<td>Diagnostic eye exam</td>
<td><strong>Diagnostic eye exam:</strong> $25 copayment, then 60% after deductible</td>
<td><strong>Diagnostic eye exam:</strong> $25 copayment, then 70% after deductible</td>
</tr>
</tbody>
</table>

(Reimbursement up to the benefit period maximum of $200 for prescribed glasses-lenses and frames-and hard, soft or disposable contact lenses.)
Student Health Services serves all UNCG students regardless of enrollment status or insurance.

Filing Insurance

Student Health Services will file insurance claims for eligible services and receive payment from 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.

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 check-out or if one does not check-out, any unpaid balance will be transferred to the student's Banner account and need 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.

Receipt For Services

Students can be given a receipt or “walk out statement” for medical charges. They may 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). SHS HIM staff can assist with this process as long as the current insurance card is presented on the day of service.

Referrals

Student Health Services will coordinate referrals to community providers; however, all charges for off campus health care and specialty services will be the student’s responsibility. We recommend that students contact their insurance about plan benefits for specialty visits.
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.

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.

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

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

Students can access the Patient Portal on the Student Health Services website at shs.uncg.edu under the “Appointment” tab.
Get Started using your portal today.

Your Health Information in One Secure Location.

- Secure messaging
- Schedule appointments
- View your lab and test results
- Upload insurance cards
- View your medical records
- Print walkout statements
- Upload immunizations
- View educational resources

Patient Portal
The Spartan Recovery Program creates a recovery-minded community of Empowerment, Purpose, and Inclusion in which UNC Greensboro students in all phases of recovery can pursue their personal goals for the purpose of enhancing personal wellness and contributions to the global Community. It’s E.P.I.C.!
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 and acupuncture services.

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.
## STUDENT HEALTH HOURS OF OPERATION

<table>
<thead>
<tr>
<th>MEDICAL CLINIC</th>
<th>COUNSELING CENTER</th>
<th>PHARMACY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday - Thursday</td>
<td>Monday - Thursday</td>
<td>Monday - Thursday</td>
</tr>
<tr>
<td>8am - 6pm</td>
<td>8am - 6pm</td>
<td>8:30am - 6pm</td>
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<tr>
<td>Friday</td>
<td>Friday</td>
<td>Friday</td>
</tr>
<tr>
<td>8am - 5pm</td>
<td>8am - 5pm</td>
<td>8:30am - 5pm</td>
</tr>
<tr>
<td>Saturday</td>
<td>Weekends</td>
<td>Saturday</td>
</tr>
<tr>
<td>CLOSED</td>
<td>CLOSED</td>
<td>CLOSED</td>
</tr>
<tr>
<td>Sunday</td>
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<td>Saturday</td>
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<tr>
<td>5pm - 8pm</td>
<td></td>
<td>5pm - 8pm</td>
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</table>

*Summer, holiday and break hours may vary throughout the Health Center.*