**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](http://shs.uncg.edu).
- We offer massage therapy.

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**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

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Accreditation by

[AAAHC](https://www.aaahc.org)
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.

1. **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

2. **Waive or Enroll**

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

   **To Waive:**
   1. You must register for classes first.
   2. Go online to studentbluenc.com/uncg
   3. Click “New Student Blue User” and "Request Waiver".
   4. Fill in the waiver form with the insurance information found on your insurance card.
   5. Once completed, you should receive submission confirmation. Please keep for your records.

   **To enroll:**
   1. You must register for classes first.
   2. Go online to studentbluenc.com/uncg
   3. Click “New Student Blue User” and "Request enrollment Coverage".
   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.

(336) 334-5340
Student Health Front Desk

(336) 334-5340
Medical Clinic Nurse Triage

**SCHEDULE ONLINE**

Online appointments can be made for some services through the online Student Health Portal.

**SCHEDULE BY PHONE**

(336) 334-5340
Student Health Front Desk

**AFTER-HOURS EMERGENCY**

(336) 334-5340
Medical Clinic Nurse Triage

**HOURS OF OPERATION**

<table>
<thead>
<tr>
<th>Schedule</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday - Thursday</td>
<td>8AM - 6PM</td>
</tr>
<tr>
<td>Friday</td>
<td>8AM - 5PM</td>
</tr>
<tr>
<td>Sunday</td>
<td>5PM - 8PM</td>
</tr>
</tbody>
</table>

Summer, holiday and break hours may vary.

**YOUR HEALTH IS OUR #1 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.

**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 & X-Ray Technicians
- Pharmacists

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.

<table>
<thead>
<tr>
<th>PHARMACY HOURS OF OPERATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday thru Thursday</td>
</tr>
<tr>
<td>Friday</td>
</tr>
<tr>
<td>Sunday</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.
Spartan Recovery Program

Recovery Zone

Recovery Zone offers recovery messaging training to reduce the stigma associated with addiction and create a broader recovery-minded campus.

Our Mission

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.!
<table>
<thead>
<tr>
<th>BENEFIT highlights</th>
<th>Fall Semester: Effective Dates 08/01/2020- 12/31/2020</th>
<th>Spring Semester: Effective Dates 01/01/2021- 07/31/2021</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>MEDICAL PLAN RATES</strong></td>
<td><strong>Student Premium (charged in tuition bill)</strong></td>
<td><strong>Cost:</strong> $1,308.40</td>
</tr>
<tr>
<td><strong>Policy year deductible</strong></td>
<td>$0 at Student Health Center $500 per insured member in-network</td>
<td>$500 per insured member</td>
</tr>
<tr>
<td><strong>Policy year out of pocket maximum</strong></td>
<td>$0 at Student Health Center $4,000 individual</td>
<td>$8,000 individual</td>
</tr>
<tr>
<td><strong>Office visits</strong></td>
<td><strong>Student Health Center:</strong> No Charge</td>
<td><strong>Primary care provider and/or Specialist:</strong> $25 copayment, then 20% after deductible</td>
</tr>
<tr>
<td>Includes telehealth, office surgery, X-rays and labs</td>
<td><strong>Preventative Care</strong></td>
<td>No Charge at both Student Health Center and in-network</td>
</tr>
<tr>
<td><strong>Preventative Care</strong></td>
<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>30% after deductible</td>
</tr>
<tr>
<td><strong>Urgent care centers and emergency room</strong></td>
<td><strong>Urgent care centers:</strong> $75 copayment, then 20% after deductible</td>
<td><strong>Emergency room:</strong> $400 copayment then 20% after deductible</td>
</tr>
<tr>
<td><strong>Emergency room (Copayment waived if referred to ER)</strong></td>
<td><strong>Ambulance service:</strong> 20% after deductible</td>
<td><strong>Ambulance service:</strong> 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 Tier 1: $20 copayment Tier 2: $45 copayment Tier 3: $60 copayment Tier 4: $120 copayment</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><strong>Mental health and substance abuse services</strong></td>
<td><strong>Office visits:</strong> $25 copayment, then 20% after deductible</td>
</tr>
<tr>
<td><strong>Office visits</strong></td>
<td>Inpatient / Outpatient</td>
<td><strong>Inpatient / Outpatient:</strong> 20% after deductible</td>
</tr>
<tr>
<td><strong>Vision care</strong></td>
<td><strong>Preventative eye exam:</strong> No Charge</td>
<td><strong>Diagnostic eye exam:</strong> $25 copayment, then 30% after deductible</td>
</tr>
<tr>
<td>Preventative eye exam</td>
<td><strong>Diagnostic eye exam</strong>: $25 copayment, 20% after deductible</td>
<td><strong>Diagnostic eye exam</strong>: $25 copayment, 30% after deductible</td>
</tr>
<tr>
<td>Diagnostic eye exam</td>
<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>
<td><strong>Other Services</strong></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>
<td>20% after deductible</td>
<td>30% after deductible</td>
</tr>
</tbody>
</table>
**UNDERSTANDING FINANCIAL RESPONSIBILITY**

**HAVE YOU ENROLLED IN STUDENT BLUE HEALTH INSURANCE?**

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

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

**ARE YOU COVERED UNDER CIGNA OR MEDCOST?**

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

- **NO**
  - STUDENT WILL NEED THEIR INSURANCE CARD OR INSURANCE INFORMATION FOR US TO FILE:
    - STUDENT IS RESPONSIBLE FOR CHECKING CLAIM STATUS
    - SERVICE CHARGES WILL BE PLACED ON STUDENT'S ACCOUNT
    - INSURANCE COMPANY WILL SEND PAYMENT TO STUDENT
    - STUDENT NEEDS TO SEND PAYMENT TO CASHIER'S OFFICE

**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.

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 immunization documents that need to be uploaded. Login to your patient portal, click the Upload link to send us your immunization records. It's quick & easy.

Our Nursing Staff will verify your records and email your uncg email with your immunization status.

Save some time and upload your insurance card information in the Patient Portal ahead of your visit.

Student Health Services will file insurance claims for eligible services. Contact your insurance company to see if Student Health Services is in network.

DISCLAIMER: UPLOADING YOUR INSURANCE INFORMATION IN THE PATIENT PORTAL DOES NOT COMPLETE THE INSURANCE VERIFICATION PROCESS.