Health Contact Information

<table>
<thead>
<tr>
<th>Student Health and Counseling Services</th>
<th>Telephone</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Information (Medical, Mental Health and Administrative Services)</td>
<td>530-752-2300</td>
</tr>
<tr>
<td>Advice Nurse/ Appointment Desk (All Services)</td>
<td>530-752-2349</td>
</tr>
<tr>
<td>Appointment Cancellations (24-hr. message system)</td>
<td>530-752-8821</td>
</tr>
<tr>
<td>Psychiatry Services</td>
<td>530-752-2351</td>
</tr>
<tr>
<td>Insurance Services</td>
<td>530-752-6055</td>
</tr>
<tr>
<td>Health Education &amp; Promotion</td>
<td>530-752-9652</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>530-752-2338</td>
</tr>
<tr>
<td>Health Information Management (Medical Records Department)</td>
<td>530-752-6129</td>
</tr>
</tbody>
</table>

Contact Your Provider Online

Getting in touch with campus health providers is easier than ever with HealtheMessaging. This is a safe, secure and confidential way for students to communicate about non-urgent healthcare needs.

By using the HealtheMessaging service, registered students can communicate with our office online when it’s most convenient for them. Using a web browser and internet connection, students can message us from anywhere, at any time, at no charge. Students can also save time by avoiding non-urgent office visits and managing their care more efficiently.

For more information or to register, visit us online at shcs.ucdavis.edu/hem

SHCS Hours of Operation:

Year Round:
- Mon, Tues, Thurs, Fri: 8:00 a.m. - 5:30 p.m.
- Wed: 9:00 a.m. - 5:30 p.m.

No weekend hours.
Closed during all University Holidays

Student Health and Counseling Services (SHCS) provides medical, mental health and wellness resources to keep students healthy, and help them successfully achieve their academic goals. SHCS offers highly accessible, cost sensitive, and conveniently located, on-campus resources available to all registered students regardless of insurance coverage.

Services are provided at two on-campus facilities: Medical care and Specialty care (including psychiatry) is housed at the Student Health and Wellness Center. Counseling Services and Wellness Resources are provided at both the Student Health and Wellness Center and North Hall.

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- Student Health Insurance Plan (UC SHIP) ............................................................ page 14
- How to Use UC SHIP .............................................................................................. page 16
- SHCS Services & Referrals for Non-UC SHIP Students ......................................... page 18
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shcs.ucdavis.edu
**SHCS Service Model**

**SHCS is an Integrated Health Care Resource**

UC Davis Student Health and Counseling Services (SHCS) offers a comprehensive program of integrated medical and mental health care. SHCS is a single health resource designed to provide coordinated, complimentary student health and wellness care. Our team of mental health, medical and allied health providers and health educators work together to help expedite access to integrated care.

**SHCS is an Accredited Patient-Centered Medical Home (PCMH)**

SHCS is certified as a Patient-Centered Medical Home (PCMH) by the Accreditation Association for Ambulatory Health Care (AAHC). The PCMH is a health care setting that facilitates health partnerships between individual patients and their personal physicians. All students are assigned to a designated primary care provider (PCP) and health care team to manage their care throughout their college years. The “medical home” model focuses on five key aspects of care: the *patient/provider relationship, continuity of care, comprehensiveness of care, quality of care* and *accessibility*.

**Patient/Provider Relationship:** Partnerships ensure that care decisions respect patients’ wants, needs, and preferences. Furthermore, patients receive the education and support they require to make decisions and participate in their own care. A patient/provider partnership fosters better communication, understanding and collaboration between patient and provider. It supports and promotes the enhanced *continuity, comprehensiveness* and *quality care* that define the Patient Centered Medical Home.

**Accessibility:** Our open access appointment scheduling allows for enhanced access to care, with appointments for routine wellness needs and illness treatment usually available within the same or next business day. Follow up care may be facilitated through advance scheduling. (Services from our allied health or on-site consultant specialists require scheduling in advance.)

Get more information about the other aspects of the Patient Centered Medical Home and how you can greatly improve your healthcare at:

shcs.ucdavis.edu/about/medicalhome

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**Dedicated to a Healthy Student Body**

Student welfare is our service priority. Affordable care is our business model. In all cases, health and wellness service charges are cost sensitive to help meet students’ financial needs. Campus fees subsidize services so that routine mental health care is provided at no charge and most routine medical care services are provided at low cost. The charges for primary care, specialty care and urgent care services are similar to a copayment at other health care facilities, regardless of your insurance coverage.

A number of preventive and self-care services for both medical and mental health needs are also offered at no charge. Many of our wellness services like screening exams, immunizations and contraceptive services are eligible for UC SHIP insurance payment without visit copays in accordance with the federal Affordable Care Act (ACA) When service charges are applied, no payment is required at the time of visit. Services are charged directly to a student’s UC Davis student account.

**Urgent Care Services**

The SHCS Urgent Care is located on the first floor of the Student Health and Wellness Center. Urgent Care services are staffed to address both medical and mental health matters of immediate concern.

Urgent Care services are available five days a week during all hours of operation. An advice nurse is available by phone and a triage nurse is available in person to help assess students’ health care needs. Students are advised to call before arrival whenever possible, but walk-in assessment is available and no appointment is necessary.

Wait times are variable since priority is given according to the severity of the problem. Students whose problems exceed the resources of our Urgent Care service are referred (or transported) to a regional emergency room or inpatient facility.

**Emergency Care**

SHCS does not offer emergency care. For emergencies, call 9-1-1 or go to the nearest hospital emergency room. In Davis, this is the Sutter Davis Hospital on Covell Blvd.

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**ALL REGISTERED STUDENTS CAN BE SEEN AT SHCS AT LOW STUDENT RATES FOR MEDICAL CARE.**

**ALL REGISTERED STUDENTS CAN RECEIVE COUNSELING AND PSYCHOLOGICAL SERVICES AT NO CHARGE REGARDLESS OF INSURANCE PLAN ENROLLMENT.**
**Routine Health Services**

**Medical Care: Primary Care Services**

SHCS is here to address the comprehensive primary care needs of all UC Davis students. To ensure continuity of care, all students are assigned a primary care provider (PCP). The PCP is the provider of choice when scheduling a medical appointment. The PCP, working with an integrated health care team, coordinates all care services for students’ health maintenance and treatment needs throughout UC Davis enrollment.

Our professional medical staff are available on-site, by appointment, five days a week for routine primary care treatment and referrals to allied health and specialty consultants both on-site and in the local community. For convenience, most PCP appointments are scheduled the same day a student calls in or uses our on-line appointment scheduling system. We prioritize scheduling to accommodate class and work schedules. (See page 8).

Medical Services available by appointment include:

- Routine office visits for wellness and prevention services,
- Routine office visits for health maintenance and same-day care
- Routine office visits for diagnosis and treatment of acute illness and injury
- Management of chronic medical problems
- Allergy/asthma treatment
- Nutrition and fitness counseling
- Sports medicine assessments and post-injury care
- Management of common skin diseases and acne
- Reproductive, sexual and gender health: contraception management, pregnancy testing and referral, sexually transmitted infection (STI) prevention, testing and treatment, genital and urologic problems, menstrual dysfunction and transgender healthcare
- Alcohol, Tobacco and Other Drug dependency assessment, education and referral to treatment
- Massage and Physical Therapy

**Mental Health Care: Counseling Services**

Meeting with a member of the Counseling Services staff can help students clarify issues, explore options and cope more effectively with both academic and personal challenges. Our mental health providers are a multi-culturally and educationally diverse group of experienced psychologists, social workers, marriage and family therapists, and pre- and post-doctoral residents. Individual and group counseling is provided by appointment five days per week.

Mental Health Services available by appointment include:

- **Individual Counseling Services**: SHCS Counseling Services employs a short-term counseling, individual therapy model. All non-urgent mental health services are scheduled by appointment to allow students to plan around their academic and work schedules. For convenience, most appointments for new clients are scheduled the same day a student calls our appointment desk. We prioritize both new and follow up visit scheduling to accommodate class and work schedules.

- **Referral Services**: Referrals to off-site community mental health resources are provided for long term or outpatient intensive treatment services. SHCS provider referrals for off-site services qualify for UC SHIP insurance authorized coverage within the scope of UC SHIP plan benefits.

- **Group Counseling Services**: Both therapy groups and support groups are offered to help students address a variety of common concerns. Group sessions address stress, worry, shyness, self-esteem, career counseling, body image, loss and assertiveness issues. Check the SHCS website for current offerings.

Mental Health Services available by consultation or self-care include:

- **Stress and Wellness Self Care**: SHCS resources are available to provide strategies and support to decrease physical and emotional symptoms of stress, and increase a sense of wellbeing. The Mind Spa at the Student Health and Wellness Center and at North Hall offers resources that include massage chairs, light therapy, relaxation tapes and biofeedback. Trained peer advocates can assist in helping students get the most out of free self-help resources.

- **Consultation**: Mental health professional staff are available by phone or appointment to offer consultation to students, staff and faculty for help in responding to students who are experiencing physical and emotional difficulties. Areas include, eating disorder outpatient care, crisis response, and sports psychology.
Specialty Care Services

Medical Specialty Care

On-site medical specialist care is available for those health needs beyond routine primary care requiring consultant services. SHCS offers a wide variety of on-site specialty care services to support our primary care clinic and address students’ more complex or chronic illness needs. Specialty care requires a referral from an SHCS primary care provider. If care is required beyond the resources of our on-site specialists, a referral can be made to a community provider covered by the student’s insurance plan. SHCS provider referrals for off-site services qualify for UC SHIP insurance authorized coverage within the scope of UC SHIP plan benefits.

Available in-house specialist services offered include:

- Acupuncture
- Endocrinology
- Internal Medicine
- Neurology
- Orthopedics
- Physical Medicine and Rehabilitation
- Podiatry

Psychiatry Services

On-site psychiatry services are available upon referral from SHCS medical or mental health providers. Psychiatry services are limited to psychiatric assessment, medication management and continuity of care for students requiring on-going medication monitoring. On site SHCS psychiatrists do not provide psychotherapy; however, they can provide referrals to off-site community psychologists and psychiatrists when this care is indicated. SHCS psychiatrist referrals for community mental health services qualify for UC SHIP insurance authorized coverage within the scope of UC SHIP plan benefits.

Diagnostic & Therapeutic (Allied Health) Support Services

Excellent, expedited care is the goal of SHCS. For this reason, we provide students with the following in-house clinical support and allied health services:

- Diagnostic laboratory
- X-ray facilities
- Pharmacy
- Over-the-counter self-care products
- Massage therapy
- Physical therapy
- Dietary services
- Alcohol, tobacco and other drug intervention and cessation services
- Optometry

SHCS Optometry Clinic and Optical Shop

Whether you have the UC Davis Student Health Insurance Plan (UC SHIP), Vision Service Plan (VSP), or are private pay, you can schedule an appointment with us for a comprehensive eye examination and have your eyeglass or contact lens prescriptions filled at our optical shop. The SHCS Optometry Clinic and Optical Shop are conveniently located on the second floor of the Student Health and Wellness Center.

Schedule an appointment with SHCS optometry services if you have:

- Blurry or double vision
- Eye turns (cross-eye)
- Eyestrain with reading/computer use
- Problems with glare
- Vision changes
- Trouble seeing at night
- If you have never had a comprehensive eye exam
- If you are due for a routine vision check-up

Comprehensive Eye Exams include:

- Refraction test for eyeglass prescription
  
  (Note: There is a separate fee for contact lens fitting)
- Focusing and binocular vision tests
- Thorough eye health screening

SHCS Optical Shop

Students can visit our beautiful and modern optical dispensary during normal SHCS hours of operation and check out the newest eyewear selections from many of the top brands and designers. Our optical staff also appreciates students’ budget needs and can help you get fitted with the latest styles of eyeglass frames without breaking the bank. We also offer the thinnest and lightest lenses, multiple sunglass options and most of the preferred contact lens brands available on the market.

Learn more about the SHCS Optometry Clinic and Optical Shop at shcs.ucdavis.edu/optometry
Establishing a balance of health, safety and general well being is key to students’ present and future success.

shcs.ucdavis.edu/information/newstudent/resources
Prevention, Self-Care & Health Promotion Services

SHCS works with students to promote wellness, and prevent illness and injury.

Physicians, psychologists, therapists, nurse practitioners, registered nurses, optometrists, physical therapists, an addictions counselor, health educators and our dietitian help provide the following preventive and self-care health services:

- Self-care advice
- Vision testing
- Immunization services
- Travel consultation
- Nutrition counseling
- Eating disorder management
- Drug and alcohol abuse education and referral for treatment
- Smoking cessation
- HIV risk assessment and testing
- Sexually transmitted infection (STI) testing and counseling
- Pregnancy counseling
- Physical conditioning guidance
- Stress management
- Personal counseling
- Physical examinations for pre-participation and pre-employment assessment
- Tuberculosis testing

Trained student peer educators also provide outreach and advocate for a healthier campus community. Peer education programs include:

- Alcohol, tobacco and other drug abuse prevention and risk reduction
- Mental health awareness (depression recognition and suicide prevention, stress management)
- Multicultural Awareness (social justice, cross-cultural communication and intercultural dialogues)
- Wellness life skills (wellness, fitness, stress and time management)
- Sexual health (STI prevention)

Workshops and Programs

Various educational programs offer students perspectives to help build life skills and manage daily stressors (e.g., cross-cultural issues, coping with loss, communication skills) and support healthy lifestyles (e.g. sexual health and gender identity issues, sleep hygiene, fitness, party safety, nutrition).

Student Disability Center (SDC)

UC Davis is committed to providing all students equal access to its educational programs. The Student Disability Center (SDC) serves over 1,200 students with disabilities each year by coordinating academic support services; authorizing accommodations for documented disabilities; providing disability management counseling; advising/training in using assistive technology; referring students for on-campus mobility assistance; and other resources. Through its services, the SDC promotes academic access, independence, and integrated participation in campus life.

Located in the Cowell Building, the SDC is staffed by professional Disability Specialists who each work with students needing disability accommodations within their area of expertise. SDC students have a wide range of disabilities, including mobility, visual, medical, psychological, learning, and hearing disabilities. SDC students are enrolled in every undergraduate college at UC Davis, as well as most graduate and professional programs, including law, medicine, business, nursing, education, and veterinary medicine.

Students who seek accommodations at UC Davis establish eligibility for services by identifying themselves to the SDC and providing clinical documentation of a disability that limits a major life activity. To provide individualized accommodations, the SDC needs documentation that describes the student’s specific functional limitations and how they impact the student’s academic performance at UC Davis. Once accommodations are authorized, students, faculty, and the SDC share responsibility for implementing those accommodations.

Many entering students with disabilities have received accommodations at prior schools. At the postsecondary level, accommodations are not necessarily the same as those received in the past. In college, students are responsible for self-disclosing their disability and providing current clinical documentation. Unlike high school, students must manage their own time and schedules.

Any student or prospective student may consult individually with an SDC Specialist about services, documentation, or other questions. Students may seek SDC assistance any time during their campus experience if the need for accommodations for either temporary or chronic disabilities arises. An on-call Specialist is available Monday through Friday 9:00 a.m. to Noon and 1:00 to 4:00 p.m.

For more information about SDC services, call 530-752-3184 or visit sdc.ucdavis.edu.
Health Insurance Requirement

The University of California requires all registered students to have health insurance as a non-academic condition of enrollment. The UC Student Health Insurance Plan (UC SHIP) is designed specifically with both Davis area and worldwide coverage to help students meet this requirement. UC SHIP integrates the medical primary care and mental health services available through Student Health and Counseling Services with the medical, mental health, dental and vision benefits available through the insurance plan.

The following pages discuss UC SHIP enrollment, fees and benefits, how to waive enrollment in UC SHIP when a student has comparable coverage, and insurance issues to consider when not enrolled in UC SHIP.

More information, including detailed benefit information and dates of coverage are available on the Student Health and Counseling Services website, shcs.ucdavis.edu.

UC SHIP Enrollment

Enrollment in UC SHIP occurs automatically during the student class registration process; UC SHIP fees must be paid during each registration period to assure continuous coverage.

- Spring term UC SHIP fees provide coverage through Summer.
- PELP, Filing Fee and Graduating students: visit our website for more information about eligibility, enrollment and cost of coverage. Special procedures, coverage periods, fees and deadlines apply.

UC SHIP Fees (includes medical, dental and vision coverage)

Medical, dental and vision coverage are all included in the UC SHIP cost and cannot be purchased separately. UC SHIP fees are charged directly to a student’s UC Davis account. The 2015-16 premium for undergraduate students is $705 per quarter. The premium for graduate and professional students is $1,318 per quarter or $1,977 per semester.

Insurance Services

Staff are available Monday through Friday at the Student Health and Wellness Center to assist students with their insurance needs. Our Insurance Coordinators are available to answer questions regarding the UC SHIP benefit plan, assist students with submitting a UC SHIP waiver application, and to help students navigate their private insurance coverage. Students can stop by the Insurance Services office or contact us via email or phone.

Email: insurance@shcs.ucdavis.edu
Phone: 530-752-6055

UC SHIP Waiver Application

- Students who can demonstrate they have comparable medical insurance may apply for a waiver. Waivers are submitted online at shcs.ucdavis.edu.
- The Fall quarter deadline for waiver applications is September 10, 2015 and the Fall semester deadline for waiver applications is August 10, 2015.
- If a student misses the deadline, the waiver may be granted for subsequent quarters/semesters, but not for Fall quarter/semester (see chart).
- If a student’s waiver is approved, UC SHIP enrollment will be canceled and the student’s account will be credited to offset the UC SHIP fee.
- To remain waived, a new waiver application must be filed each academic year.

UC SHIP Waiver Application Deadlines

Waiver applications must be received by the following dates in order to apply to the quarters/semesters indicated:

<table>
<thead>
<tr>
<th>Deadline (submit by)</th>
<th>Approved waiver applies to the following quarter terms</th>
</tr>
</thead>
<tbody>
<tr>
<td>September 10, 2015</td>
<td>Fall, Winter &amp; Spring Quarters</td>
</tr>
<tr>
<td>December 10, 2015</td>
<td>Winter &amp; Spring Quarters only</td>
</tr>
<tr>
<td>March 10, 2016</td>
<td>Spring Quarter only</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Deadline (submit by)</th>
<th>Approved waiver applies to the following semester terms</th>
</tr>
</thead>
<tbody>
<tr>
<td>August 10, 2015</td>
<td>Fall &amp; Spring Semesters</td>
</tr>
<tr>
<td>December 10, 2015</td>
<td>Spring Semester only</td>
</tr>
</tbody>
</table>

For some student groups, the UC SHIP waiver application deadlines are different from those listed above based on the dates that their academic programs begin. Examples of this are NP/PA, LLM and MPVM students. The SHCS New Students page will let you know if a student might have an earlier deadline than listed above, shcs.ucdavis.edu/information/newstudent

Submit a waiver application online at the SHCS website: shcs.ucdavis.edu
UC Davis Student Health Insurance Plan (UC SHIP)
Benefit Highlights: Fall 2015 through Summer 2016

**UC SHIP Medical Plan**

- Students must use Student Health and Counseling Services (SHCS) at the Student Health and Wellness Center or North Hall for routine, in-area primary medical and mental health care.
- Students must obtain a referral from SHCS prior to receiving non-emergency medical and mental health services from a non-SHCS provider. UC SHIP will not pay a claim for services obtained without prior referral.
- Emergency services: Payment of an ER claim is subject to review by Anthem Blue Cross.
- UC SHIP is a secondary insurance. If a student has other health insurance, the other insurance pays first.

<table>
<thead>
<tr>
<th>Health Insurance Provider:</th>
<th>Anthem Blue Cross</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deductible:</td>
<td>$200 per policy year; waived for services provided by UC Family provider/facility</td>
</tr>
<tr>
<td>Maximum Lifetime Benefit:</td>
<td>Unlimited</td>
</tr>
</tbody>
</table>
| Hospitalization Services: | In-network: Covered at 80%
                          | UC Family: 90%
                          | Out-of-network: Covered at 60% after $500 per admit deductible |
| Office Visits: Medical, Mental Health and Substance Abuse (outpatient): | In-network: Pays 100% after a $15 copay, not subject to the deductible
                          | UC Family: Pays 100% after $5 copay for primary care, $10 copay for specialty care
                          | Out-of-network: Plan pays 60% of non-network rates, subject to deductible |
| Diagnostic Services:      | In-network: 80% after deductible has been met
                          | UC Family: 90% (deductible waived)
                          | Out-of-network: 60% after deductible has been met |
| Annual Out-of-Pocket Maximum: | Plan pays 100% after you incur $3,400 in out of pocket costs for in-network services (does not apply to amounts exceeding stated benefit limits)
                          | UC Family: Plan pays 100% after you incur $2,000 in out of pocket costs |
| Emergency Room Visits:    | $200 copay (waived if admitted); 100% of supply and service fees after copay has been met |
| Physical Therapy at SHCS: | Covered at 90% (deductible waived) |

**Optometry at SHCS:**

SHCS is an in-network provider for comprehensive eye examinations and optical supplies including both eyeglass or contact lenses. (see UC SHIP Vision Plan benefit table below)

**Pharmacy:**

$5 generic; $25 brand name, $40 non-formulary for 30-day supply

**UC SHIP Dental Plan**

<table>
<thead>
<tr>
<th>Dental Insurance Provider:</th>
<th>Delta Dental of California</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dentists:</td>
<td>Students may see any dentist worldwide, but Delta Dental PPO dentists will cost less. SHCS referral is not required (see page 17).</td>
</tr>
</tbody>
</table>
| Maximum Annual Benefit:   | Delta Dental PPO Dentist - $1,000 per plan year
                          | All other dentists - $750 per plan year |
| Diagnostic and Preventive: PPO Dentist: | 100% of Delta Dentist’s fee (exams and cleanings 2 times per year, x-rays every 24 months) |
| Basic: PPO Dentist        | 80% of Delta Dentist’s fee (fillings, root canals, extractions, gum surgery) |
| Major: PPO Dentist        | Plan pays 70% of negotiated fees after $25 annual deductible (crowns, inlays/onlays) |

**UC SHIP Vision Plan**

<table>
<thead>
<tr>
<th>Vision Insurance Provider:</th>
<th>Anthem Blue Cross Blue View Vision</th>
</tr>
</thead>
</table>
| Network Providers:        | Blue View Vision Insight Network
                          | SHCS referral is not required (see page 17). |
| Plan Features:            | In-Network Provider |
| Exam:                     | $10 copay (once every 12 months) |
| Lenses:                   | Covered at 100% (once every 12 months after $25 copay) |
| Frames:                   | No cost for frames up to $120 value, then a 20% discount of remaining balance (once every 12 months) |
| Contact Lenses:           | Covered at 100% every 12 months up to $120 allowance (in lieu of lenses) |
| Out of Network:           | Being seen by an out of network provider will result in higher costs to the student. Please review out of network benefits at shcs.ucdavis.edu |

The Benefit Highlights is a brief review of UC SHIP benefits and is not binding. The policy determines the benefits that will be provided. For more information, visit the Student Health and Counseling Services website at shcs.ucdavis.edu.
How to Use UC SHIP

How to Use UC SHIP Medical and Mental Health Services

Students on the UC Davis Student Health Insurance Plan (UC SHIP) must use Student Health and Counseling Services (SHCS) for primary medical care. Referral by an SHCS provider must be obtained before receiving non-emergency medical services from a non-SHCS provider. An initial mental health assessment must be conducted by an SHCS medical or mental health provider in order to obtain a referral for off-campus psychological care. Only services received on the basis of an SHCS provider referral will be considered for payment. If you have other health insurance, your other insurance pays first.

• **Davis area (within 30 miles of campus):** Go to SHCS for primary care and/or a referral to a specialist. SHCS Insurance Services will help to determine coverage and facilitate the referral process.

• **Within the United States:** Prior to receiving treatment for non-emergency medical services, call SHCS Insurance Services at 530-752-6055 during business hours to obtain a referral. Go to anthem.com to identify a local affiliated provider. Present UC SHIP card at the time of service.

• **Outside USA:** While traveling abroad, you will likely have to use a non-network provider and pay out-of-pocket for care, then file a claim to UC SHIP for reimbursement. UC SHIP covers most out-of-network care at 60 percent of Usual & Customary (U&C) charges (emergency care is covered at 100 percent of U&C charges). Any amount above the allowed percentage of U&C charges is the plan member’s responsibility. Benefits provided abroad are coordinated by BlueCard Worldwide. To find a BlueCard Worldwide provider, visit the BlueCard Worldwide website (bluecardworldwide.com) and enter “XDP” as your Alpha Prefix.

• **Emergencies:** Go to an emergency facility for treatment. You do not need a referral from an SHCS provider to receive emergency services. Payment of ER claims is subject to review by Anthem Blue Cross. Must meet “emergency” definition (see the UC SHIP Medical Benefits Booklet, available on the SHCS website).

How to Use UC SHIP Dental Services

Dental services are not available at SHCS and a referral is not required to access dental benefits. The UC SHIP Dental Plan is the Delta Dental PPO plan. This dental plan provides students with several options in choosing a dentist with the opportunity for increased savings. Whichever option is chosen, students receive the same benefit levels, but out of pocket costs may vary.

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Option 1</strong></td>
<td>For lowest out-of-pocket costs, students may visit a Delta Dental PPO dentist. These are Delta Dental dentists who have agreed to accept discounted fees to PPO enrollees.</td>
</tr>
<tr>
<td><strong>Option 2</strong></td>
<td>Students may visit a dentist from the Delta Dental Premier dentist list. These dentists represent a very broad nationwide network whose fees are determined by Delta Dental. Out-of-pocket costs with a Premier dentist will usually be lower than with a non-Delta Dental dentist.</td>
</tr>
<tr>
<td><strong>Option 3</strong></td>
<td>Students may select any licensed dentist, even one who is not a PPO or Premier dentist. With this option, students will likely have higher out-of-pocket costs since these dentists have no fee restrictions.</td>
</tr>
</tbody>
</table>

For the most current list of Delta Dentists visit Delta’s website at [www.deltadentalins.com](http://www.deltadentalins.com).

How to Use UC SHIP Vision Services

In-network vision care services are available at SHCS at the Student Health and Wellness Center second floor Optometry clinic and Optical shop. A referral is not required to access vision benefits. For vision services, students enrolled in UC SHIP may obtain care at SHCS or may also select a community eye care provider by calling Anthem Blue View Vision Member Services at 866-723-0515. Students choosing a Blue View Vision doctor, make their own appointment and tell the office they have Anthem Blue Cross Blue View Vision Coverage.
SHCS Services and Referrals for Non-UC SHIP Students

All registered UC Davis students may use Student Health and Counseling Services (SHCS) at the same low student rates, whether or not they are enrolled in the UC Davis Student Health Insurance Plan (UC SHIP).

Visits at SHCS may result in a referral for further medical or mental health care to an off campus provider. For students who are NOT enrolled in UC SHIP, SHCS will help facilitate access to medical and mental health care for students covered by private health insurance plans. However, non-UC SHIP student patients are responsible for knowing their insurance benefits and obtaining the required authorizations.

It is the student’s responsibility to know his or her insurance benefits and obtain plan authorization to see an off-campus consultant.

1. HMO Insurance
   Students must contact their HMO plan Primary Care Provider (PCP) for authorization. The plan Primary Care Provider must decide if he/she will authorize a referral independent of an order from the student’s SHCS provider.

2. PPO or Other Health Insurance
   Students must contact their insurance company to see if authorization is needed prior to scheduling an off-campus referral appointment ordered by SHCS provider staff. The PPO plan PCP or insurance company can provide instructions for obtaining authorization. In many cases a PPO plan will authorize payment for referrals ordered by our SHCS provider staff.

Once a consultant appointment has been made, call a SHCS Insurance Services coordinator and give the name and address of the consultant and appointment date and time, so that copies of SHCS medical records can be sent to the consultant’s office.

If SHCS does not hear from a student, we will attempt to contact the student to obtain this information so that copies of the health record can be sent to the consultant.

Students should take the SHCS referral form from Insurance Services to their appointment so that the consultant will know to send a report of findings back to the referring provider.

Student Insurance Advocate Program

The world of healthcare and insurance has become increasingly complex. Our priority is to help students become informed healthcare consumers and to help them make the right decisions when it comes to choosing insurance coverage that is ideal for their unique needs and budget.

UC Davis Student Health and Counseling Services has partnered with Barney & Barney, an insurance firm, to provide students with a resource to help them answer their insurance related questions. This new concierge service is called the Student Insurance Advocate Program. shcs.ucdavis.edu/insurance/advocate-program

The Student Insurance Advocate Program is a one-stop resource for health insurance questions regarding the UC Student Health Insurance Plan (UC SHIP) and other insurance options.

This service is free, not affiliated with any single company or carrier, and available to all UC Davis students regardless of insurance coverage.

The Student Insurance Advocate Program can help answer questions like:

- What type of coverage would be best for me?
- How much should a good plan cost?
- Is UC SHIP the best health plan for me?
- Am I better off staying on my parent’s plan?
- What about plans available through Covered California – how do they compare?
- How do I enroll in a new plan?
- What about after graduation? How do I find new insurance coverage?

Student Insurance Advocate Program Hours of Operation:
Mon - Fri from 8:00 a.m. - 5:00 p.m. Pacific Standard Time

Contact them by phone: 844-779-1859
Email: StudentIA@barneyandbarney.com
Preparing for Healthcare Needs at UC Davis

Pre-College Health Exam
Consider a pre-college health exam before moving away to college. This is a good opportunity to update immunizations and health records. This is also a good time to have current providers prepare a health history, discuss on-going health care and medication needs, and document information about current health status and care needs to place on file at the campus health service.

Immunizations
While UC Davis has one required immunization for students age 18 and under and there are no required immunizations for UC Davis students who are age 19 or older, students are encouraged to discuss the following vaccination information with their health care provider to determine which immunizations might be appropriate for them before coming to campus.

Required:
- Hepatitis B - students 18 years old and under are required to document Hepatitis B immunity. This requirement is satisfied by entering the three Hepatitis B vaccination dates via Health-e-Messaging website (shcs.ucdavis.edu/hem/). Once on the site, Go to Forms, then Immunizations and enter the dates from your immunization card. Students will need their Hepatitis B vaccination history to complete the form. Students that have not completed their Hepatitis B vaccination series may do so at SHCS for a fee. More information about the requirement can be found at shcs.ucdavis.edu/information/newstudent.

Recommended:
- Meningitis - recommended for all freshmen living in the campus residence halls. For more information about the student health recommendations for meningococcal vaccination, please visit us online at shcs.ucdavis.edu/information/newstudent/meningitis
- Measles, Mumps & Rubella - MMR
- Chicken Pox
- Tetanus, Diphtheria & Pertussis - Tdap
- Hepatitis B (see Hep B requirement above for students age 18 and under)
- Human Papilloma Virus (HPV) (more information at shcs.ucdavis.edu/topics/hpv-vaccine)
- Influenza vaccine - Flu (annually, early Fall)
- Tuberculosis Screening

Also consider the following:
- Hepatitis A Immunization

Health History
Students should bring documentation of important health history and current health care information if available to the first appointment with their medical or mental health provider at SHCS. Information most helpful in establishing care with a new provider includes:

- Allergies (especially allergies to medications)
- Chronic conditions*
- Current medications (prescription, over the counter, herbal, dietary supplements and vitamins--dosages and schedule)
- Immunization records
- Surgery and/or hospitalization history

To obtain this information, a good starting point is to contact your current provider. You may also be able to obtain immunization records from your high school.

Students can complete a health history form online through Health-e-Messaging (see inside front cover). Medical care summary letters and medical records can also be delivered in-person at the first appointment. Remember to include student name and date of birth on any submitted documentation. A UC Davis student ID number, if available, is also helpful.

* For students receiving care for chronic conditions such as diabetes, asthma, colitis, depression, ADHD, etc., a current provider or therapist can prepare a summary letter detailing the condition(s) and current therapeutic needs. Students can also contact the SHCS Medical Director, Thomas Ferguson, M.D., at 530-752-7842 to discuss continuity of care for chronic medical conditions, or the SHCS Counseling Services Director, Sarah Hahn, Ph.D., at 530-752-0871 to discuss continuity of care for chronic mental health conditions.

Confidentiality & Protecting Your Health Information
SHCS is committed to protecting students’ health information privacy. Federal and state privacy laws apply to the use and disclosure of students’ health information. To assure patient confidentiality and compliance with these regulations, health information may not be released without a student’s written authorization. Authorization is required to discuss care with parents or other concerned individuals.

The SHCS Notice of Privacy Practices provides information about how we may use and disclose protected health information about a student. A copy of the current notice is available by accessing our website or may be obtained through the SHCS medical and mental health care clinics.

Emergency Contact
It is important for each student to identify an emergency contact(s) who can provide support and/or advice related to any urgent health care needs while on campus. The emergency contact person(s) can assist the student and/or the healthcare team in making health-related decisions in an emergency. Keeping the contact information in an accessible place or entered in the student’s cell phone, along with an insurance card should be arranged before or immediately upon arrival on campus, before urgent care needs arise.
Prescription Medications

Safe and effective medical care requires that providers have accurate information about students’ medication use. Students whose medical needs require regular medication treatment must develop a plan for ensuring consistent use and prescription renewal.

- SHCS requests that students provide the name and dose of all current medications at every visit, or bring them in. Current medications will be reviewed to assure safe prescribing and use.
- Make sure to keep enough prescription medications on hand until a refill can be obtained.
- The SHCS pharmacy services are located on campus on the first floor of the Student Health and Wellness Center. Several local pharmacies in Davis are also located near campus.
- Understanding a student’s insurance pharmacy benefit helps to ensure the most cost effective and timely purchase of medications.
- Students enrolled in the UC SHIP insurance plan may find the SHCS Pharmacy to be the most cost effective and timely way to fill prescriptions.

First Aid Kit

Students are encouraged to maintain a simple first aid kit of common health care items readily available in their apartment or dorm room. The following over-the-counter aids are a good start to developing a first aid kit:

- Band-Aids, Bandages and Tape
- Antibiotic Ointment
- Hydrogen Peroxide
- Tweezers
- Digital Thermometer
- Tylenol or Acetaminophen
- Anti-inflammatory (e.g., Advil or Aleve)
- Sunscreen
- Antihistamine or Decongestant Tablets
- Cough Syrup
- Pepto Bismol
- Antacid
- Hydrocortisone Cream
- Chemical Cold Pack
- Elastic Wrap (Ace Bandages)

A basic pre-packaged first aid kit and other over-the-counter products can also be purchased at the SHCS Pharmacy located on the first floor of the Student Health and Wellness Center.

Feeling Social?

Like or follow UCDSHCS to keep up with:

- Public Health Alerts
- Healthy Tips
- Events
- Informative blog with tips like increasing productivity and healthy recipes

facebook.com/UCDSHCS
twitter.com/UCDSHCS
shcs.ucdavis.edu/blog
@UCDSHCS
SHCS Hours of Operation:

Year Round:
   Mon, Tues, Thurs, Fri: 8:00 a.m. - 5:30 p.m.
   Wed: 9:00 a.m. - 5:30 p.m.
No weekend hours.
Closed during all University Holidays

How to Get Help When SHCS is Closed

Community Emergency Care
For emergencies, call 9-1-1 or go to:
Sutter Davis Hospital
2000 Sutter Pl
Davis, CA 95616 (off Covell Blvd.)
(530) 756-6440

Community Urgent Care Clinics
Sutter Urgent Care Davis*
2020 Sutter Place, #101
Davis, CA 95616 (off Covell Blvd.)
(530) 750-5830

* Students with UC SHIP: This is the closest urgent care service that is covered by UC SHIP. Students with private health insurance (Not UC SHIP): Please call your Health Insurance Company to locate the nearest in-network urgent care center. Sutter Urgent Care may not be considered in-network for your insurance plan. In-network providers are a group of physicians, hospitals, and other medical facilities that agree to provide health care at discounted fees. You may pay more if you use an out-of-network provider/urgent care center.

SHCS 24-Hour Phone Lines

SHCS Advice Nurse Line
SHCS nursing staff are available by phone for advice and consultation during all hours of operation. For confidential after-hours Advice Nurse Services, students can call the Student Health Advice Nurse Line at 530-752-2349 to access our advice nurse consultant service. These nurses will help you make informed decisions about your health situation and community health resources available to you when our service is closed. SHCS nursing staff follow up as necessary with all after-hours Advice Nurse Line callers.

24-Hour Mental Health Consultation Line
Mental health staff are available 24-hours a day, 7 days a week by phone at 530-752-0871. Follow the prompts (press 55) to access our mental health consultant service. The 24-Hour Consultation Line is available for immediate assistance after hours, weekends and holidays when campus same day or urgent care services are not available. Counseling staff follow up as necessary with all 24-Hour Consultation Line callers.