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UCONN

Student Health and Wellness Town Hall

June 24, 2020

>> MODERATOR: Hello, everyone. I wanted to welcome you to our town hall from student health and wellness. We'll address topics of insurance, health history forms and immunization records. While we give everyone another minute to join us, I'm going to show a slide show to show a little more about student health. We wanted to start off today's town hall by talking about our purpose of the town hall today. We're really here to answer questions about our services offered by student health and wellness. The requirements we have for incoming students to help parents and guardians assist their student with their transition to UCONN here in the fall.

One thing we did want to address, we know that the fall

has some uncertainty to it, but at this time, Student Health and Wellness is not able to answer any questions about the university's reopening requirements. But we do encourage you to visit reopen.UCONN.edu for the university's reopening plan and steps that need to be taken.

I wanted to have our panelist introduce themselves today. So we'll start with Jocelyn.

>> JOCELYN: Hi, everyone, I'm Jocelyn Cates, the health information and privacy manager at student health and wellness. My department I manage, we get your students immunization information and get them compliant for the upcoming semester.

>> MODERATOR: And we have Tresca with us.

>> TRESKA: Hi, my name is Tresca Smith and I work at the insurance and billing area of Student Health and Wellness and we support the enrollment and student health insurance plan for students and billing aspect of when students are seen and treated.

>> MODERATOR: Today's town hall we'll go through questions that have been pre-submitted. We have our chat function open so if you have more questions throughout the presentation, feel free to write them there and we'll address them at the end. Let's hop into questions.

The first question is, what is the health history and immunization forms due and where do we submit them? Jocelyn, I'll pass it to you.

>> JOCELYN: We are asking the health history forms are submitted by July 1st. We understand that with everything going on, there may be some challenges with that and that will happen. If we can get the forms in as close to July 1st as possible, that would be great. Your student would submit them to my health.UCONN.edu and it's a two step process. There's the upload feature ask the health history form is uploaded to the student portal and there's a form on the student health portal that needs to be completed and that's under "my forms."

>> MODERATOR: Thank you, Jocelyn. We have another one for you. What vaccines are mandatory and is the flu vaccine mandatory?

>> JOCELYN: The flu vaccination is not mandatory but we encourage it. We have flu clinics during the fall that are available for students. Vaccines that are mandatory are two MMRs, two varicella vaccinations, meningitis or MCV4 and that's students on campus or campus and housing and there's a tuberculosis questionnaire and depending on the answers and how at risk the student, is there may be further testing required and that would be something told to you student what would be required depending on answers to that questionnaire.

>> MODERATOR: Thank you. The next question is for Tresca. What is the last day to waive the student health insurance plan and how does my student waive the student health insurance plan?

>> TRESKA: The fall semester, the absolute deadline is September 15th. I do recommend if you know your student has other coverage, you do that prior to that deadline. The deadline is the line in the sand. But doing it as soon as possible helps financial aid, if you're expecting scholarship monies, et cetera. Especially if you are on a payment plan. It will remove the charge from your bill so all your payments will be incrementally divvied up correctly. And it's an online waiver the student will access via the people soft sign in that requires their ID and their people soft secure password.

Instructions can be found on our website but that September 15th deadline is really important to observe and be aware of. The sooner you do it the better off we're going to do.

>> MODERATOR: Great, thank you. Another question, when does the student health plan start?

>> TRESKA: The student health plan will start on August 15th for the 2020/2021 plan here. So, again I always advise students, parents alike, check your fee bill closely. If you have been charged for health insurance, it will be a separate line item that says "health insurance" so that's you're tickler that says you've been charged and you'll be reported as enrolled. If it's your intent to be enrolled your coverage would start on August 15th, 2020.

>> MODERATOR: The next question that came in is, what

insurance plans do you bill? And what happens if you don't bill the insurance plan I have?

>> TRESCA: Off the top of my head from a list it's Anthem, Blue Cross Blue Shield or Anthem and/or Blue Cross Blue Shield, Aetna, Cigna, Connecticare, state of Connecticut HUSKY Medicaid and our school plan. We're also certified for Tricare so if you're military, we would submit a claim to Tricare for our region.

I'm sorry, Colleen, if you have one of the -- if you have something other than one of those plans, it would be a self-pay. However, we can supply you can documentation and assist you with getting receipts you would self-file to get paid directly under your carrier for your benefits.

>> MODERATOR: Thank you very much. So our next question that came in is, what documentation do you need for immunization records?

>> JOCELYN: We would accept the official immunization record from your child's pediatrician or doctor. Or there's a health history form that can be filled out by the physician, so that does need a doctor signature on the bottom of the form. It's either official immunization record or health history form.

>> MODERATOR: Perfect, thanks so much. Our next question is, how do I know if the forms I've submitted have been accepted for my immunization and health history?

>> JOCELYN: Great question. So we would send the

student after they become compliant, they would receive an e-mail letting them know you're compliant with your immunizations and thank you for your submission. If on the same side of that, if they're not compliant, we would absolutely reach out to them and let them know what they're missing and if they needed to do anything further. They would be sent a message through their -- to their e-mail.

>> MODERATOR: Thank you, Jocelyn. Our next question that came in, what are the classes associated with the services at student health and wellness. Tresca, I'll pass that to you.

>> TRESKA: We bill very much like your primary care physician's office. We bill for office visits. We bill for in office labs we do which would be like a strep culture. We have a radiology department and can do X-rays here. It's hard to give for X-rays, labs, because it will be dependent on what you're presenting for. If you come in and have a fever and been sick for two days, we've never seen you before, that's going to be a new patient. And we do bill in accordance with primary care physicians on office visit level. Level one being the very lowest level. You don't feel well, had a tummy ache, perhaps, had a head ache, no outward symptoms, that's going to be a level one. I'll give you a paradigm. We go from a level one to level two, three, four and five. And I call one to five, five alarm fire.

You come in with a level one, the cost of level one visit

for a new patient is around \$58. But, again, remember level one being the lowest level. Then you'll go to a level five with all of the gradients in between. Level five new patient could be as high as 19eight. We do submit to insurance, if you have one of the carriers we are participating and contracted with, we'll submit that claim on your behalf. Keep in mind, level one to level five, you'll have variation in between. And it's going to depend what kind of symptoms you're presenting with and if you're new or established patient.

>> MODERATOR: Thank you, Tresca. The next question that came in was, our my student's medical records acceptable?

>> JOCELYN: As Tresca said, we operate like a doctor's office. Much like a doctor's office if your student wanted to obtain their medical records, they would need to fill out release of information and if they want records sent to their primary care, that could be done by filling out release of information. That needs to be filled out by the student and their records could be released wherever they are requesting they go.

>> MODERATOR: Perfect. The last question we had come in ahead of time is what is AlcoholEDU stand when is it due?

>> JOCELYN: It's a two part education program required by all incoming students. Part 1 open is August 10th and your student would be notified that it was available through their UCONN e-mail. Part 1 is due August 27th. Your student would be 45 intercession. There's 45 days between completion of

Part 1 and beginning of Part 2. And after they complete Part 1, there's nothing further for them to do until Part 2 is available. And once Part 2 becomes available, they can complete that and they would have fulfilled their AlcoholEDU requirement, which is due October 21st I believe is the due date.

>> MODERATOR: Thank you, Jocelyn. I'm going to open it up to the questions we have coming in the chat. Of course, if you have any questions, feel free to add those in. The first question that came in is for you, Tresca. The question is are graduate students auto enrolled in a health insurance plan?

>> TRESKA: Automatic enrollment for students is predicated on undergraduate and [indiscernible] or graduate student enrolled for nine or more credits. If you are a graduate student, and you're enrolled for nine or more credits, you could expect to be automatically charged and enrolled. Departure would be if you have an assistanceship. Graduate assistants have the option of being covered as part of their stipend so we'll put those aside if you're a grad student with nine or more credits, typically, yes, you should be automatically enrolled and charged for it.

There are some exempt programs and those programs you can find on our website. Again, I always go back to when you get your fee bill, check your fee bill closely to see if you have been charged for health insurance.

>> MODERATOR: Thank you, Tresca. I'm not seeing any

other questions come in, but I want to go over some opportunities for folks to be able to also connect with our staff. We are going to be doing a few more of these town halls throughout the summer to offer parents, guardians and students the opportunity to have their questions answered.

The next one we are doing conduction with admission, that will be July 9th at 5:00 p.m. You should receive more information in the weekly e-mails admissions is sending out. And you can talk with them directly.

We'll also be doing another town hall like this on July 21st at 2:00 p.m. That town hall will include representatives from our medical care, mental health services, our insurance, health history form and immunization records. We are also recording any of the town halls that we are hosting and we'll post them on our website within two business days of the presentation.

We also know that some questions that we receive are more personal or people want to ask more personal questions about continuation of care and things like that, so we offer what we call our question sessions. These are virtual ten-minute appointments with one of our staff to answer questions. You can schedule the appointment within a specific area to have the questions answered. More information about both the town halls and question sessions and to sign up can be found at studenthealth.uconn.edu/townhall.

We also created a website for new students to provide information about our services, answer frequently asked questions and provide helpful videos like the one Tresca mentioned about waiving the insurance. All that can be found at studenthealth.uconn.edu/newstudents.

Without seeing anymore questions coming in, I want to thank our panelist for joining us today and thank all of our participants for coming and checking in and having their questions answered. Of course, if you have additional questions, feel free to join in our sessions. They start tomorrow afternoon, and information is available on the website. Thank you for joining us and have a great rest of the day.

>> Thank you.

[End of town hall]