

University Health Services Get Started Guide

Definitions

Primary Care Provider – A doctor or other licensed medical professional, such as a nurse practitioner or physician assistant, who manages a person's health care over time. Primary care providers diagnose and treat a wide range of common medical conditions. They also provide preventive care, such as disease screenings and immunizations. A primary care provider may also refer a person to a specialist or coordinate care given by a specialist.

Specialist – A doctor or other health care professional who is trained and licensed in a special area of practice. Example: oncologist (cancer specialist)

Referral – An authorization sent from one provider to another provider, in order to arrange for additional care for a specific patient. A referral is usually transmitted electronically and contains pertinent health information relating to the injury or illness that consultation or treatment is being requested for. Students on the UR-Ship plan are required to obtain a referral from their UHS PCP prior to visiting a specialist provider.

Participating or In-Network Provider – A provider who has a contract with your insurance plan to provide health care services to you.

Out-of-Network Provider – Refers to services obtained from a Non-Participating Provider

Health Insurance – A contract between a company and a consumer. The company agrees to pay all or some of the insured person's healthcare costs in return for payment of a monthly premium.

Coinsurance – A percentage indicating your share of the costs of a covered service. The amount can vary based on the type of covered service.

Copay – The amount you pay your health care provider each time you get care, like \$25 for a doctor visit. The amount of the copay usually depends on the type of health care service. Full time students seen at UHS do not have a copay for their primary care visits. Copays may apply to additional services offered at UHS such as Physical Therapy, Therapy, and Nutrition.

Deductible – How much you'll spend for certain covered health services and prescription drugs before your plan pays anything, except free preventive services. This can vary greatly between different health insurance plans. The Aetna Student Health Insurance Plan has a \$0 deductible. Deductibles do not apply to preventive care services, which are covered at 100% per New York State Law.

Out-of-Pocket Maximum – The most you'll spend for covered services in a year. After you reach this amount, the insurance company pays 100% for covered services. The Aetna Student Health Insurance Plan has a \$6,350 limit per policy year for those on an individual plan.

UHS Services

Primary Health Care Services

- Allergy injections
- Vaccination
- Lab tests
- Medications
- Nutrition services
- Physical therapy
- Primary care services
- Psychiatry
- Sexual and gender health
- Travel care

University Counseling Center (UCC)

- Short term therapy
- Group therapy
- Consultation and outreach
- Referral to campus and community providers and specialists
- Substance use assessment
- Case management

Administration

- Insurance navigation
- UR-SHIP enrollment
- Mandatory health fee
- Health history forms
- Immunization history
- Billing Representatives
- Medical Record Release
- Referrals & Prior Authorizations

Mandatory Health Fee

What is it?

The Mandatory Health Fee assures the availability of accessible, affordable and equitable high quality health care services on campus for all full-time University of Rochester students. All full-time students pay the Mandatory Health Fee, which covers the professional and facility fees for services provided by the University Health Service (UHS) and the University Counseling Center (UCC) at their offices.

What is covered?

Medical Care

- Unlimited primary care visits at UHS without any copay
- Evaluation and treatment of illnesses, injuries and on-going medical conditions, gynecologic care, allergy injections, immunization administration, nutritional services and care and advice for any health concern

- UHS primary care provider on call 24 hours/day, 7 days/week

Mental Health

- Visits with UHS psychiatric staff for assessment and medication management (with a referral from a UHS primary care provider or a University Counseling Center therapist)
- A comprehensive initial assessment, an individualized treatment plan, and support to put such a plan into action provided by the University Counseling Center (UCC)
- Counseling on an individual, couples, or group basis; the arrangements for individual counseling are determined during the initial assessment
- UCC mental health professional on call 24 hours/day, 7 days/week

Health Promotion

- Health education and health promotion services provided by the Health Promotion Office
- Public health and disease prevention programs

Health Insurance

Students are required to have health insurance coverage for services that are not covered by the Mandatory Health Fee, such as:

- Specialist visits
- Urgent Care Center visits
- Emergency Department visits
- Hospitalization
- Surgical procedures
- Laboratory tests
- X-rays
- Flu shots and other immunizations
- Physical therapy
- Prescription medications

UR Student Health Insurance Plan (UR-SHIP) – Enroll or Waive

Students can enroll in UR-SHIP or waive if your own insurance meets University Insurance Criteria.

UR-SHIP Enrollment Dates:

- Fall Enrollment: June 15-September 15
- Spring Enrollment: November 14-January 31
- Every year you must complete the Online Health Insurance Process to enroll or waive.

Optional UR-SHIP Add-ons:

- Vision Coverage: eye exams, glasses, and contact lenses
- Dental Coverage: visits, exams, imaging

Questions about insurance?

Email: insurance@uhs.rochester.edu

Phone: (585) 275-2637

Where to go for care?

UHS Visit ([Video of a typical UHS appointment](#))

UHS is your one stop shop for most health and wellness care. Most of these services require an appointment, however, same day appointments are available for urgent concerns.

- Preventative care (routine/annual physical exams)
- Treatment of short-term illness/injuries and chronic care management
- Sexual and reproductive health care (STI testing, birth control, etc.)
- Administration of allergy injections
- Immunizations and vaccinations
- Laboratory tests and x-rays
- Medical Procedures (EKG, IUD placement, wart removal, etc.)
- Nutrition services
- Physical therapy
- Travel care
- Psychiatry

Amount of time to be seen: same-day appointments are available for urgent concerns. Non-urgent appointments may be scheduled up to 2-3 weeks out depending on availability.

UCC Visit

UCC is your one stop shop for most mental health services. Most services require an appointment, however, same day appointments are available for urgent concerns.

- Short term therapy
- Group therapy
- Consultations and outreach
- Referrals to campus and community providers and specialists
- Substance use assessment
- Case management

Specialist Visit

Specialist appointments cannot be scheduled until patients receive a referral from their primary care provider.

Amount of time to be seen: wait times for specialist appointments vary depending on provider availability, urgency of concern/diagnosis, and other factors.

Urgent Care Visit

If you're unsure, call UHS, (585)-275-2662, before going to urgent care. This type of office does not require an appointment. You might go to an urgent care facility if:

1. The UHS on-call provider refers you to urgent care
2. You have a medical issue that is not life-threatening but requires immediate attention

Amount of time to be seen: urgent care patients are typically seen on a first-come, first-served basis.

Urgent Care Locations: There are dozens of urgent care facilities in Rochester and the surrounding areas. You can choose which facility to go to based on distance, hours of operation, insurance coverage, and personal preference:

- UPMC Urgent Care
- Rochester Regional Health (RRH) Urgent Care
- WellNow Urgent Care

Dental Urgent Care Locations:

- **Howitt Urgent Dental Care at Eastman Dental**
625 Elmwood Ave, Rochester, NY 14620
- **Urgent Dental Care**
1740 Culver Rd, Rochester, NY 14609

Emergency Room Visit

Go to a hospital emergency room if you are experiencing a life-threatening medical issue (chest pain, uncontrolled bleeding, broken limbs, head injury, etc.)

Amount of time to be seen: patients are seen based on urgency of their condition, if a patient does not have a life-threatening condition it may take hours before they are seen by a doctor.

Emergency Room Locations:

- **Strong Memorial Hospital** (10-15 minutes from River Campus)
601 Elmwood Ave, Rochester, NY 14642
- **Highland Hospital** (15-20 minutes from River Campus)
1000 South Ave, Rochester, NY 14620
- **Rochester General Hospital** (20-30 minutes from River Campus)
1425 Portland Ave Ground Level, Rochester, NY 14621
- **Rochester Regional Health Unity Hospital** (20-30 minutes from River Campus)
1555g Pond Rd First Floor, Rochester, NY 14626

Common Over the Counter (OTC) Medications

These medications can be purchased in stores without a prescription

Pain Relief:

- Ibuprofen (brand names: Advil or Motrin)
- Naproxen (brand name: Aleve)
- Acetaminophen (brand name: Tylenol)
- Aspirin

Cold Symptoms (fever, cough, congestions, etc.):

- Nasal Saline
- Saline Nasal Gel Ayr Saline Nasal Gel
- Oxymetazoline Nasal Spray (brand name: Afrin)
- Benzocaine throat lozenges (brand name: Cepacol)
- Guaifenesin (brand names: Mucinex)

- Dextromethorphan (brand name: Delsym)
- Guaifenesin with dextromethorphan (brand names: Mucinex DM, Robitussin DM)
- Chloraseptic Spray
- Cold-Eeze Zinc Lozenges
- Dayquil Caps
- Daytime Cold & Flu Syrup
- NeilMed Sinus Rinse Kit
- Nighttime Cough Syrup
- Nyquil Caps

Allergies:

- Diphenhydramine tablets 25mg (brand name: Benadryl)
- Diphenhydramine liquid (brand name: Benadryl Liquid)
- Cetirizine tablets (10mg) (brand name: Zyrtec)
- Loratadine (10mg) (brand name: Claritin)
- Fexofenadine tablets (60mg) (brand name: Allegra)
- Fexofenadine tablets (180mg) (brand name: Allegra)
- Fluticasone Nasal Spray (60 & 120 sprays) (brand name: Flonase)
- Triamcinolone Nasal Spray
- Ketotifen Eye Drops (brand name: Zaditor)
- Olopatadine Eye Drops (2.5ml, 5ml) (brand name: Pataday Eye Drops)

Gastrointestinal (antacids, anti-gas, etc.):

- Calcium Carbonate tablets (brand name: Tums)
- Gaviscon Tablets
- Famotidine (10mg) (brand name: Pepcid)
- Esomeprazole (brand name Nexium OTC)
- Omeprazole tablets (brand name: Prilosec OTC =)
- Omeprazole and sodium bicarbonate (brand name: Zegerid OTC)
- Bismuth subsalicylate (brand name/; Pepto Bismol) - Chewable and Liquid
- Simethicone Tablets (80mg, 125mg)
- Lactaid Tablets
- Meclizine Tablets (brand name: Dramamine) (25mg)

Contact UHS

24/7 On Call & Appointment Scheduling

Primary Care: 585-285-2662

Counseling Center: 585-275-3113

Questions About:

Bill & Payment Options:

585-273-3700

uhsbillinginquiries@uhs.rochester.edu

Health History & Immunization:

585-275-0697

hfh@uhs.rochester.edu

Insurance & Health Fee:

585-275-2637

insurance@uhs.rochester.edu

Office Hours:

Hours change at UHS, please check the website for the most up to date information

River Campus Primary Care:

Monday – Thursday 8:00am – 8:00pm

Friday 8:00am – 5:00pm

Saturday 11:00am – 4:30pm

River Campus Counseling Center:

Monday – Friday 8:30am – 5:00pm

River Campus Administration:

Monday – Friday 8:00am – 5:00pm

Eastman Campus:

Monday – Friday 9:00am – 4:30pm

Website: www.rochester.edu/UHS