

FAST FACTS FOR STUDENTS

Student Health Service

(503 494-8665)

www.ohsu.edu/academic/acad/health

- 1) Medical and dental benefit information is available at www.ohsu.edu/academic/acad/health. In the left column, select “ODS Benefit Info”. Then in the section on the right, select the handbook to read. Network providers for medical and dental can be found at this site also. (Note: Refer to item 10). Be sure you know your benefits.
- 2) Your Student Health Service fee covers visits to our RNs, MDs, and counseling services. All are located in the Student Health Service. Online information about the Student Health Service is on our web site.
- 3) Lab and radiology services: If these studies are ordered by your student health service doctor to be done at OHSU, they are billed to your insurance. If you have the ODS student insurance and if ODS determines that these studies are “covered services” (usually the case when ordered for a medical illness or injury) the student health services will pay the portion that insurance does not pay. If you have a waived insurance plan, this will not be the case, and you (or the guarantor of your other insurance plan) will be responsible for the portion insurance does not pay.
- 4) Your insurance will be billed by the provider who interprets a diagnostic study (e.g., cytopathologist, radiologist) and the balance is your responsibility. There are several billing offices at OHSU. One of the main ones is UMG (University Medical Group).
- 5) Your insurance will be billed for referrals to specialists and the balance is your responsibility.
- 6) School’s medical insurance – ODS Health Plans: Prescription co-pay with ODS at participating pharmacies: \$15 generic or brand name for a 30-day supply.

ODS mail order: For chronic medications, pay one co-pay for a 90-day supply. Forms are available from the Student Health Service.

- 7) Problems with bills: Check with your insurance company for payment on claims. For the school’s insurance information, see the brochure or the ODS web site. *Remember that it can take 2 to 3 months to process a claim with an insurance company.* You can also contact the front office at the Student Health Service for assistance. 503 494-8665.
- 8) Problems with UMG billing department: Contact UMG at 503 494-8417. Contact Shelly at UMG 503 494-8418 if your problem does not get resolved in a timely manner.
- 9) Financial hardship: For possible reduction in your bill, contact UMG at the number above. For Patient Account bills contact 503 494-8760.
- 10) With the school’s major medical insurance, you can see specialists both at OHSU and “off the hill”. To receive maximum medical benefit, the Student Health Service must refer you and you must use an in-network provider. To receive maximum dental benefits, you must use an in-network provider, but do not need a Student Health Service referral. OHSU Dental School is not a network provider.

ODS in-network medical providers – 80% paid by the insurance company after deductible.

ODS out-of-network medical providers – 60% paid by the insurance company after deductible

- 11) If you do not carry the school’s major medical insurance, your prescription, outpatient and inpatient coverage is per your personal policy. Student Health Service fee coverage is the same.

12) If you have had an address change or change of insurance, you must call hospital registration, 494-8505 and give them the new information to avoid billing problems.

13) **Vision benefits (VSP).** Only medical, medical graduate, radiation oncology and medical technology students are eligible for this plan. Brochures describing benefits are available at the Student Health Service and network providers can be found at www.vsp.com.

SUGGESTIONS TO PROTECT YOUR PRIVACY AT THE STUDENT HEALTH SERVICE

- 1) Make appointments about confidential issues by phone.
- 2) Use the phones in the exam rooms to make follow-up appointments, referrals, or schedule diagnostic tests about confidential matters, or matters that you simply do not want other students to overhear. Our staff will be glad to assist you with this.
- 3) Billing issues: either make an appointment to discuss them privately or discuss them by telephone rather than discuss these matters (which may be very long and detailed) at the front desk.
- 4) If you are sensitive about being seen for mental health or counseling concerns, request that the psychiatrist or psychologist ring the front desk when they are ready for you so that you can walk back directly to their office instead of being greeted in person in the lobby.