

CAMPUS HEALTH SERVICES
James A. Taylor Building
Division of Student Affairs
The University of North Carolina at Chapel Hill
2008-09 Academic Year

POSTDOCS
MOST FREQUENTLY ASKED QUESTIONS ABOUT
CAMPUS HEALTH SERVICES (CHS)

1. Hours of Operation

	8am-5pm	5pm-8pm	8pm-8am
Fall and Spring Monday-Friday	Regular Hours James A. Taylor Bldg.	Acute Care James A. Taylor Bldg. (After Hours Fee)	HealthLink 919-966-2281
Fall and Spring Saturday and Sunday	Acute Care James A. Taylor Bldg. (After Hours Fee)	HealthLink 919-966-2281	HealthLink 919-966-2281
Summer	Regular Hours James A. Taylor Bldg.	HealthLink 919-966-2281	HealthLink 919-966-2281

2. Important Telephone Numbers

Acute Care	919-966-6573
Administration	919-966-9176
Appointments	919-966-2281
Counseling and Wellness Services	919-966-3658
Hill, Chesson and Woody of Chapel Hill	919-967-5900
Immunizations	919-966-2283
Insurance Claims	919-966-6596
Medical Records	919-966-2283
General Medicine Clinic	919-966-6572
Nursing Director	919-966-6600
Patient Accounts	919-966-6588
Pharmacy/Prescription Refills	919-966-6554
Physical Therapy	919-966-6548
Public Safety (Campus Police)	919-962-8100
Rape Crisis (Orange County Rape Crisis Center)	919-967-7273
Sports Medicine	919-966-3655
Student Insurance/BlueCross-BlueShield	919-966-6596
TDD (Hearing Impaired)	711
Travel Clinic	919-966-6573
Women's Health	919-966-3650

3. How is the CHS fee paid for postdocs?

The postdoc completes an Application for Prepaid Healthcare and a Postdoc Blue Options Insurance Application. The health fee and the Hill, Chesson and Woody (HCW) premium are payroll deducted from the postdocs's monthly paycheck. All charges are paid one month in advance. A spouse of a postdoc is eligible to be seen at CHS. The health fee and the HCW premium are payroll deducted for spouses as well. For the summer, the post doc pays health fee and the department usually pays insurance.

4. What does the CHS fee cover?

The CHS fee represents approximately 60% of total revenues. This approximates the personnel costs of permanent CHS staff. In general, costs for access to primary care professionals are covered by the CHS fee; specialty care, extended services and diagnostics support services (lab, x-ray) are covered by fee-for-service. The CHS fee covers most of the professional services offered by CHS staff, including:

- Unlimited provider visits in the General Medicine Clinics.
- Unlimited visits to Physical Therapy.
- Unlimited provider visits in the Women's Health Clinic.
- Access to Counseling and Wellness Services
- Access to the in-house CHS Pharmacy and personal counseling about prescriptions by a pharmacist.
- Access to contracted specialty care within CHS at significant savings compared to community charges, including: Orthopedics, Obstetrics/Gynecology, and Dermatology.
- Sexual assault counseling
- Nutrition counseling
- Diabetes education by nurse clinician
- Loaner glucose meters
- Preconception and Pregnancy counseling
- Nurse consultations on a variety of health-related issues, including Women's Health, Sports Medicine, etc.

5. What does the CHS fee not cover?

- After-Hours care (visits after regular office hours M-F 8:00-5:00pm and S-S 8:00-5:00pm)
- Allergy injections
- Global fee for OB care
- Immunizations
- Laboratory tests
- Office visits to specialty clinics: Orthopedics and Dermatology
- Prescription and non-prescription medications
- X-ray services
- Supplies (i.e. braces, crutches)
- Travel clinic
- On-going psychiatric medication management

6. What are the options regarding payment of fee-for-service charges?

The postdoc is encouraged to pay at the time of service. We can accept the UNC One Card, cash, check, credit/debit card (MasterCard or Visa). No postdoc should fail to come for treatment because they do not have an immediate way of paying.

7. Does my insurance cover charges?

- Campus Health Services will be out-of-network for your insurance plan, except for the CHS Pharmacy or the postdoc insurance plan administered by Hill, Chesson & Woody.
- You should be aware of your insurance plan's benefits before utilizing CHS.

Other helpful hints include:

- Make sure the medical insurance plan you have covers you when on campus, as some HMOs do not provide benefits if they are out of their coverage area.
- If you are currently uninsured, are out of your coverage area, or have determined that you are underinsured, an option to consider is the UNC-Chapel Hill Campus Medical Insurance Plan. This plan is designed to supplement care provided at CHS and is offered at a highly competitive cost to postdocs and their dependents.
- You will be mailed an informational brochure describing the benefits available under this plan. For questions, please call 919-967-5900 or visit their web site at <http://www.hillchesson.com>.

8. Do you file insurance?

Yes. Patients will be asked to present their insurance card at each visit. NOTE: All insurers require the subscriber's date of birth for claim submission. Please make sure you have this information available when you check-in for your appointment. CHS will courtesy file insurance which means we electronically submit the claim form. This does not include verifying eligibility or benefits. Therefore, it is the postdoc's responsibility to follow-up with their insurance company for all unpaid claims. Some insurance companies will send the reimbursement directly to the policy holder. However, some may send payment to CHS. If CHS receives the payment, the check will be forwarded to the postdoc. Additionally, a postdoc may pay for services at checkout and no insurance will be filed.

If enrolled in the UNC-Chapel Hill endorsed Campus Medical Insurance plan administered locally by Hill, Chesson and Woody, charges will be filed electronically from CHS to Blue Cross and Blue Shield of NC (BCBSNC). According to the benefits of the plan, nearly all charges are covered.

9. Does your Pharmacy accept Prescription Cards?

Yes. Most third party payer prescription cards are accepted. If your prescription card is not one of the more than 350 currently approved, we will make every effort to get company approval for you to use it during a subsequent visit.

10. What happens if a postdoc needs specialty care or emergency care not offered by CHS?

When the problem is not an emergency, we will help the postdoc locate appropriate specialty care. Often we refer to the Ambulatory Care Center (ACC), which is operated by UNC Hospitals (UNCH). If there is an urgent or emergent problem, we will help the postdoc see an appropriate specialist immediately through an emergency consult or direct referral to the UNCH Emergency Department. Specialty clinics are available on site at CHS for Dermatology, Orthopedics and OB/GYN needs. The Orange County Rescue Squad has defined triage criteria and will take the postdoc who needs emergency department level care directly to UNC Hospitals.

11. Does CHS cover costs for any services performed at UNC Hospitals?

No. UNC Hospitals (UNCH) is a totally separate organization performing a full range of highly specialized care. CHS provides basic primary care with contracted ambulatory specialty clinics for postdocs. In many instances, a postdoc can receive charges from three sources if he/she must go outside CHS for appropriate care: CHS, UNCH, and UNC Physicians and Associates (the organization of medical providers making up the faculty of the School of Medicine and providing most of the professional care at UNCH and their ambulatory care clinics).

12. What if a postdoc has a special medical problem?

For postdocs with special medical problems, the transition to campus life can be facilitated by notifying the CHS staff of the medical problem, sending copies of pertinent medical records before arrival, and establishing care with a CHS physician upon arrival. This will allow referral networks to be established with specialty physicians at UNC Hospitals as appropriate, and integration of services with the Office of Disability services when indicated.

13. Is transportation available to CHS?

Yes. The Point to Point (P2P) campus shuttle will transport a postdoc from anywhere on campus to CHS upon request. Return transportation can be provided if considered necessary by our nurse or doctor. Where there is a concern regarding need for more intensive care, the Orange County Rescue Squad will be called to transport by ambulance to the appropriate facility and there is a charge for this service.

14. What is the role of Campus Health Services on the UNC-Chapel Hill campus?

- We provide easily accessible, direct health care to UNC-CH postdocs and their spouses.
- We provide health education within CHS and via outreach in areas where postdocs live and work.
- We provide training experiences for postdocs as peer advocates in a variety of health concerns such as nutrition, fitness, sexuality, alcohol and other drugs of potential abuse.
- We provide a voice for health care concerns in the University community and address matters of public health interest.

15. What do I do when CHS is closed?

Postdocs are advised to call the main CHS number at 919-966-2281. They will hear a brief automated message and if the caller wants to speak with a HealthLink nurse, they will be connected directly by touching "1" on the keypad. HealthLink is a nursing telephone triage advice service that determines: (a) if the situation warrants a referral to UNC Hospitals Emergency Department; (b) if directions for symptomatic relief will suffice; or (3) if the condition can wait until the postdoc can go to CHS when it reopens.

16. What if I arrive at CHS after-hours and it is closed?

A telephone is available outside the loading dock entry (sheltered from adverse weather) and provides a direct line to CHS main number 919-966-2281 that connects the caller to a HealthLink nurse for advice.

17. If sick or hurt after CHS closes, will I be able to talk with a physician?

If you have spoken with a HealthLink nurse, the conversation is a matter of record. The nurse will notify the "on-call" physician to return the call. Please note that matters of confidentiality will be maintained by health care workers according to policies that govern the disclosure of protected information.

18. How confidential are Campus Health Records?

Campus Health Records and information can only be accessed and/or released with a signed release of information form by the patient. Information is shared among providers within Campus Health Services without a release of information in order to provide the best comprehensive care to a postdoc; however, Counseling and Wellness records are currently kept in a separate record from physical health records.

19. Is there a charge for Counseling and Wellness Services (CWS)?

Most services are covered by the campus health fee. Currently the only charges are for ongoing medication management at \$50 a session. There is also a charge of \$25 for missed appointments.

20. How many sessions is a postdoc eligible for at CWS?

All postdocs are eligible for an initial evaluation. The number of sessions the postdoc will be seen at CWS after that evaluation depends on the type of concern identified in that initial session. CWS generally provides short-term counseling because that is the format appropriate for most of the postdocs who seek help at CWS. In some cases, longer term counseling or specialized therapy is in the postdoc's best interest, and a referral will be made to an outside provider.

21. What if a postdoc has a mental health emergency?

During working hours the postdoc should call or present to CWS for evaluation 919-966-3658. If it is after hours, that postdoc should go to the UNC hospitals emergency room. If a parent or friend is concerned about a postdoc in crisis who is unable or unwilling to go to the emergency room, that person should contact the Office of Postdoctoral Affairs during working hours at 919-962-9982 or if it is after hours they should contact Public Safety at 919-962-8100 and request assistance.

22. Does CHS have its own web site?

Yes. To access the CHS home page, type: <http://campushealth.unc.edu>