

Student Life

Student Health

Services

Patient Handbook



THE OHIO STATE UNIVERSITY

OFFICE OF STUDENT LIFE
STUDENT HEALTH SERVICES



Welcome

Welcome to Student Life Student Health Services (SLSHS) at The Ohio State University. We are here to provide accessible, high quality health services to support academic success and co-curricular engagement. Our multi-disciplinary services include primary care, gynecologic services, physical therapy, sports medicine, preventive medicine, travel medicine, nutrition, allergy, immunizations, vaccinations, optometry, dentistry, laboratory, radiology and a full-service pharmacy. This handbook will introduce SLSHS business practices.

Student Health...it's our mission.



ACCREDITED BY
THE JOINT
COMMISSION



Patient Rights

YOU HAVE THE RIGHT TO...

- Be treated with respect, dignity and consideration of your cultural, psychosocial, spiritual and personal values, beliefs and preferences.
- Be free from neglect, exploitation and mental, physical, sexual and verbal abuse while under the care of SLSHS.
- Receive the best care available without regard to national origin, race, age, gender, religious beliefs, sexual orientation, disability or illness.
- Know the identity and professional status of individuals providing your care.
- Obtain information concerning your diagnosis, treatment and prognosis including a list of current medications.
- Be informed about the outcomes of care, including unanticipated outcomes.
- Have your pain assessed, treated and managed appropriately.
- Participate in decisions involving your health care.
- Refuse care, treatment or services in accordance with the laws and regulations, understanding the medical consequences of such action.
- Refuse participation in research studies.
- Expect confidential treatment of disclosures and records and approve or refuse the release, except where required by law.
- Experience a safe and accessible environment.
- Receive an itemized statement of the services including charges and payment policies upon request.
- Communicate concerns and/or recommend changes in policies and services.

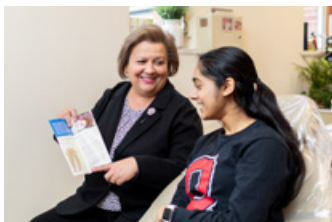
Patient Responsibilities

YOU HAVE THE RESPONSIBILITY TO...

- Provide accurate and complete information for proper evaluation and treatment.
- Follow recommended treatment plan, ask questions or discuss concerns when you do not understand or agree with the treatment plan.
- Be respectful and considerate of other patients, SLSHS staff and the facility.
- Follow appropriate rules and regulations.
- Keep appointments or notify SLSHS when you are unable to do so.
- Fulfill financial obligations in a timely manner.
- Be familiar with your health insurance coverage and provide information necessary for appropriate provider referral, if needed.

Confidentiality

SLSHS enforces strict policies to ensure that we keep all medical information confidential in compliance with federal and state laws and with professional guidelines. Please review the Notice of Privacy Practices for more detailed information. This notice is available at each central desk or at shs.osu.edu.



Patient Advocacy Program

Share your SLSHS experience, questions or concerns by completing a patient comment form or reaching out to the Patient Advocate (shs@osu.edu).

You may also contact The Joint Commission at: 800-994-6610 or email complaint@jointcommission.org.

Making an Appointment

Schedule appointments via My BuckMD secure health portal, call 614-292-4321 or stop by SLSHS to schedule via kiosk.

For urgent health concerns, ask to speak with an advice nurse. An advice nurse can triage an injury or illness and determine if immediate attention is required by a medical provider.

When unable to keep a scheduled appointment, cancel online at My BuckMD or call Appointments. Failure to cancel in a timely manner will result in a 'No Show' charge.

TIMEFRAMES FOR CANCELLATIONS ARE AS FOLLOWS:

- Dental and Physical Therapy appointments must be cancelled at least 24 hours prior to the scheduled appointment time.
- All other appointments must be cancelled at least 2 hours prior to the scheduled appointment time.

Chaperone

You will be asked to accept or decline a chaperone by intake staff. A chaperone is another medically trained SLSHS employee who can provide you with comfort and reassurance during an exam and/or assist either you or the provider if needed.

Charges

There are fees for all services performed by SLSHS. A provider will evaluate and make treatment decisions based on your symptoms and the result of any diagnostic testing. Services performed are based on medical necessity as deemed appropriate by the provider. Charges may include, yet are not limited to: evaluation and management, minor surgical procedures, laboratory testing, x-rays, therapeutic injections, vaccinations, immunizations, physical therapy, prescription medications, nutritional counseling, wellness exams, eye exams, dental exams, dental cleanings and dental procedures.

The charge(s) for each visit cannot be determined until the patient has been seen by the provider. Charges for vaccinations can be found on the SLSHS website (shs.osu.edu).

If you have questions about the charge for a specific test or procedure, please contact Patient Accounts and Reimbursement Department at 614-292-0113.

Insurance

OHIO STATE COMPREHENSIVE STUDENT HEALTH BENEFITS PLAN AND WILCECARE SUPPLEMENT

- Registration must be completed with a Patient Registration Associate prior to initial appointment.



- For all subsequent appointments, kiosk registration is available.
- No insurance card is needed.

COMMERCIAL INSURANCE

- Registration must be completed with a Patient Registration Associate prior to each appointment.
- A copy of your current insurance card (front and back) must be presented annually and/or when plan information changes.

CONTRACTED INSURANCE CARRIERS

- Aetna
- Anthem Blue Cross Blue Shield
- CareSource Medicaid of Ohio
- Cigna
- Medical Mutual of Ohio
- OSU Health Plan
- Ohio State Student Health Insurance Benefits Plan
- United Health Care
- SLSHS pharmacy participates with most major pharmaceutical plans. For a specific plan call the SHS pharmacy 614-292-0125.

NON-CONTRACTED INSURANCE CARRIERS

- SLSHS is not a Medicare provider.
- Claims are generally processed using out-of-network benefits.
- Keep in mind that some plans have limited or no out-of-network benefits available for services at SLSHS.

VERIFICATION OF BENEFITS

- Patients should verify their benefits prior to being seen at SLSHS.

- Insurance plans may have additional requirements for services to be paid at SLSHS.
- To verify benefits, call the phone number listed on your insurance card.
- For correct benefit information provide SLSHS Tax ID: 31-6025986.

BILLING YOUR INSURANCE CARRIER AND PATIENT STATEMENTS

- SLSHS will bill your insurance carrier for services provided.
- SLSHS will bill all insurance plans, except Medicare, Medicaid or some Medicaid Expansion plans.
- Services subject to a co-insurance or deductible will be billed to the patient after receiving the Explanation of Benefits.
- Monthly statements are sent electronically (upon signing up for eStatement) or mailed to the address registered with SLSHS.
- If you received a statement for a service you believe should have been covered by insurance, contact the insurance carrier to request a review for the claim.
- Claims not processed within 90 days from the visit will be billed to the patient.
- Any unpaid charges are ultimately the responsibility of the patient.

PAYMENTS

- Office visit, eye exam, dental exam and prescription co-pays are collected at the time of service.
- Accepted payment methods: cash, check, credit cards and BuckID.
- Online payments are accepted at go.osu.edu/shsstatement.
- Payments can also be made via mail, phone or in person at SLSHS' Patient Accounts and Reimbursement Department.

- Account balances exceeding 120 days past due that are not on a payment plan, will be transferred to the Office of the University Bursar Accounts Receivable Collection Services (ARCS).
- Once the account has been sent to ARCS, hold on class registration, grades and transcripts, in addition to interest will be applied to the account.

For questions related to charges, statements and payments, please contact the Patient Accounts and Reimbursement Department at 614-292-0113.

Parking

Pay for parking at the Wilce Student Health Center garage by using the ParkMobile app.

1. Download ParkMobile app.
2. Select zone #69348.
3. Register or log in with ParkMobile to start your two-hour parking session.
4. Obtain promo code at Patient Registration or Information Desk to reduce your parking rate.

Without the promo code, parking is \$10 for two hours. Parking beyond two hours is \$20 for each additional two-hours.



My BuckMD

My BuckMD is a secure patient health website with the ability to view portions of your personal health record and communicate confidentially with members of your health team. Visit the ground floor reception desk to sign up for My BuckMD.

MY BUCKMD WILL ALLOW YOU TO:

- Schedule, cancel and view appointments.
- View and print laboratory results, immunization history and appointment summary.
- Receive secure messages.



Hours of Operation

AUTUMN AND SPRING SEMESTER

Monday | 8 a.m.–6 p.m.

Tuesday | 8 a.m.–6 p.m.

Wednesday | 8 a.m.–6 p.m.

Thursday | 8 a.m.–6 p.m.

Friday | 8 a.m.–5 p.m.

Saturday* | 9 a.m.–1 p.m.

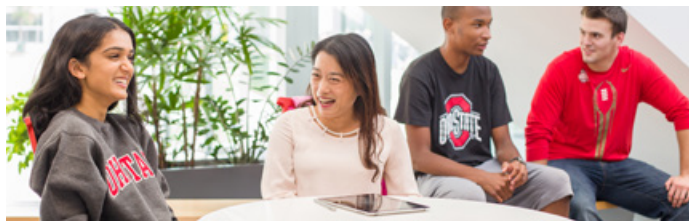
SUMMER SEMESTER AND BREAKS

Monday–Friday | 8 a.m.–5 p.m.

Closed for all university holidays.

Hours and services are
subject to change.

*Not open all Saturdays, see website for details



Contact

Scheduling

614-292-4321

Patient Accounts

614-292-0113 | Fax: 614-247-6074

Patient Advocate

614-247-1834

Pharmacy

614-292-0125 | Fax: 614-292-4790

Health Information Services & Vaccination Requirement

614-292-0118 | Fax: 614-292-7042

Preventive Medicine

614-247-2387

Optometry Services

614-292-1683

Dental Services

614-247-2378

Administration

614-292-0110 | Fax: 614-247-6074

shs.osu.edu



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Columbus, OH 43210

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