Welcome to Student Life Student Health Services (SLSHS) at The Ohio State University. We are here to support the extraordinary student experience by providing student-centered medical care, preventive services and public health outreach. Our multi-disciplinary services include primary care, women’s and men’s health services, physical therapy, sports medicine, preventive medicine, travel medicine, nutrition, allergy, immunizations, vaccinations, optometry, dentistry, laboratory, x-ray and a full-service pharmacy. This handbook will introduce SLSHS business practices.

Student Health...it’s our mission.

Student Health Services
Wilce Student Health Center
1875 Millikin Road
Columbus, OH 43210
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

Privacy please!

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

How are we doing?

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

We are ready for you.

Most services are provided by appointment. Schedule via My BuckMD secure website (shs.osu.edu), call Appointments 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 scheduled appointment, cancel online at My BuckMD website or contact 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

Feeling uncomfortable? Ask for a chaperone.

A chaperone is available upon request. This is a SLSHS employee who can provide comfort and reassurance during an exam.

Charges

How much will it cost?

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 is not able to be determined until the patient has been seen by the provider. Charges for immunizations 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

Registration, Contracted Insurance Carriers, Verification of Benefits

Ohio State Comprehensive Student Health Benefits Plan and WilceCare Supplement
– Registration must be completed prior to initial appointment with a Patient Registration Associate.
– 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
– Cigna
– Medical Mutual of Ohio
– NGS/Prime Care (Ohio State Faculty and Staff Plans)
– 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, Medicaid or Medicaid Expansion plan 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: 31-1657245.

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 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

Did you drive here?

Patient parking is available in the Wilce Student Health Center lower level parking area, accessible via 17th Avenue to Millikin Road. Patients are able to park here when picking up a prescription or for a medical visit. Patients are charged a nominal amount for a SLSHS parking voucher. You may obtain a parking voucher from Patient Registration, Patient Accounts and Reimbursement or the Pharmacy. Parking is $20 if you are not utilizing the pharmacy or do not have a medical visit.

Meet Us Online

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

Talk to us online at shs.osu.edu/blog

Find us on Facebook at facebook.com/buckmd

Follow us on Twitter (@buckmd)
Hours of Operation

**Autumn and Winter Semester Hours**

Monday 8 a.m. to 6 p.m.
Tuesday 8 a.m. to 6 p.m.
Wednesday 8 a.m. to 6 p.m.
Thursday 8 a.m. to 6 p.m.
Friday 8 a.m. to 5 p.m.
Saturday* 9 a.m. to 1 p.m.

*Not open all Saturdays, see SLSHS’ website for current Saturday schedule.

**Breaks and Summer**

Monday–Friday 8 a.m. to 5 p.m.

The health center is closed all university holidays.  
Hours and services are subject to change. 
Visit shs.osu.edu for current information.

**Important Numbers** (Area code 614)

- Scheduling 292-4321
- Patient Accounts 292-0113 F: 247-6074
- Patient Advocate 247-1834
- Pharmacy 292-0125 F: 292-7042
- Health Info/Vaccinations Requirement 292-0118 F: 292-7042
- Preventive Medicine 247-2387
- Optometry Services 292-1683
- Dental Services 247-2378
- Administration 292-0110 F: 247-6074

For additional information, please visit our website at: [shs.osu.edu](http://shs.osu.edu).