

American Healthcare 101 and Tang Center Health Services



UNIVERSITY HEALTH SERVICES *Tang Center*
@ Berkeley

American Healthcare

In the United States healthcare consists of three areas.

**Healthcare
Facilities**



**Health
Insurance**



**Healthcare
Providers**



Health Insurance

- A contract to pay for medical services covered by your health insurance plan
- American health insurance is not automatic
- You must enroll in a health insurance plan in order to be covered to see a doctor



Insurance Requirement

- All registered¹ students at the University of California are required to meet the university's health insurance mandate
- Automatic enrollment in Berkeley SHIP when registered
- Annual online waiver program
- Can reverse waiver if other coverage is lost
- Can maintain dual coverage



Administration

- Campus operated fully insured plan
- Medical plan administered by Anthem
- Dental plan through MetLife
- Vision plan through VSP
- Dental & vision plans cannot be purchased separately

Cost of SHIP

SHIP is a comprehensive plan that covers medical, mental health, dental and vision services, plus a 24/7 nurseline and after-hours telemedicine (web doctor visit)

Fall Semester: August 1 thru December 31
Spring Semester: January 1 thru July 31

| <u>Charged Per Semester</u> | <u>Total Annual Cost</u> |
|-----------------------------|--------------------------|
| Undergrads \$1,497 | \$2,994 |
| Grads \$2,373 | \$4,746 |

**Acupuncture and
Chiropractic Services**

**Prescription
Drug Coverage**

**Mental Health
Care**

**Preventative
Services**

Physical Therapy

Maternity

All Care Starts at Tang

Authorizations/ Referrals

- University Health Services manages the medical & mental health care of registered students with SHIP
- **Except for emergency or urgent care**, authorizations are required for ALL services received outside the Tang Center



What services require
authorization?

**ALL non-emergency
medical services
outside of the
Tang Center**

Terminology & Payments

WHAT YOU PAY:

PREMIUM

Fee you pay to be enrolled in an insurance plan

For SHIP: Undergraduate, \$1497 /per semester
Graduate, \$2373/per semester

DEDUCTIBLE

The amount you must pay for services out of pocket **first**, before the insurer will pay for those services, per policy period

For SHIP: \$300 per academic year (August 1- July 31)

Does not apply for services at the Tang Center

CO-INSURANCE = %

Percentage share of cost for each service

For SHIP: 10% student's responsibility (in network)

For SHIP: 40% of allowed rate is student's responsibility (out of network)

CO-PAYMENT = \$

Set dollar share of cost for each service, not subject to deductible

For SHIP: \$15 primary care/specialist, \$30 Urgent Care (At UHS)
\$15 primary care/specialist, \$50 Urgent Care (Outside of UHS)

WHAT INSURANCE COMPANY PAYS: Balance after you meet the deductible and pay co-insurance or co-payment for each service

Insurance Cards

- **Download and print online**
- **Visit anthem.com/ca/ucberkeley**
- **Put in Berkeley as your school**
- **Mobile App for smart phones**

No other insurance cards needed!

Mental Health Care

- Student sees mental health care provider in the Tang Center (there is no charge to get started with short-term counseling; will be connected to a community counselor for longer-term or ongoing care)
- When necessary, an authorization for continued mental health care outside Tang Center is granted and names of network providers are provided to student (no limits apply)
- Student pays no co-pay for short-term counseling at Tang, Anthem pays balance @100% (applies to in network providers)

VSP Vision Plan



- Eye exam
 - \$10 copay, once every 12 months
- Frames and lenses OR contact lenses
 - \$25 copay, once every 12 months, up to a \$150 value
- Lens Options
 - 20% discount on lens options such as Transitions lenses, anti-reflective or anti-scratch coatings, UV protection, and others
- Lasik or PRK Refractive Surgeries
 - 15% discount

Vision: where to go



Minor Hall



UCBSO Minor Hall Addition Front Entrance

Phone: (510) 642-2020

Clinic Hours:

M-F 8:30am - 5:30pm

SAT & SUN 8:30am - 3:30pm

www.caleyecare.org

Tang Center

Phone: (510) 643-2020

Office Hours:

Monday-Friday

8:00 am - 11:45 am

12:45 pm - 4:45 pm

www.caleyecare.org



UCBSO Tang Eye Center

MetLife Dental



- MetLife Network
 - More than 100 dentists within a 5 mile radius of campus.
- Benefit limits
 - Covers up to \$2,000 per plan year for all dental benefits
- Preventative & Diagnostic Services (pays 100% of negotiated fees, no deductible)
 - oral exams, cleanings, fluoride treatment once every 6months
 - X-ray Bitewing (once each 24 months)
 - X-ray Full mouth (once every 5 years)
- Basic Services (Pays 80% of negotiated fees after \$25 annual deductible)
 - Fillings & extractions
 - Endodontics (root canal), Periodontics & Oral Surgery
- Major Services (Pays 70% of negotiated fees after \$25 annual deductible)
 - Prosthodontics, In-Lays/On-Lays, Crowns & cast restorations

Where do I go for dental?

There are more than 100 local dentists!

Visit the MetLife website to find one for you!

Health Insurance for Dependents

- Students enrolled in SHIP have an excellent dependent plan option; see details online.
- USI, the insurance broker for SHIP, can also provide free, personalized assistance to help you make an informed decision on a health plan that meets your dependents needs.

Call 800-853-5899 or email studentinsurance@usi.com

I don't have SHIP.

What happens to me?

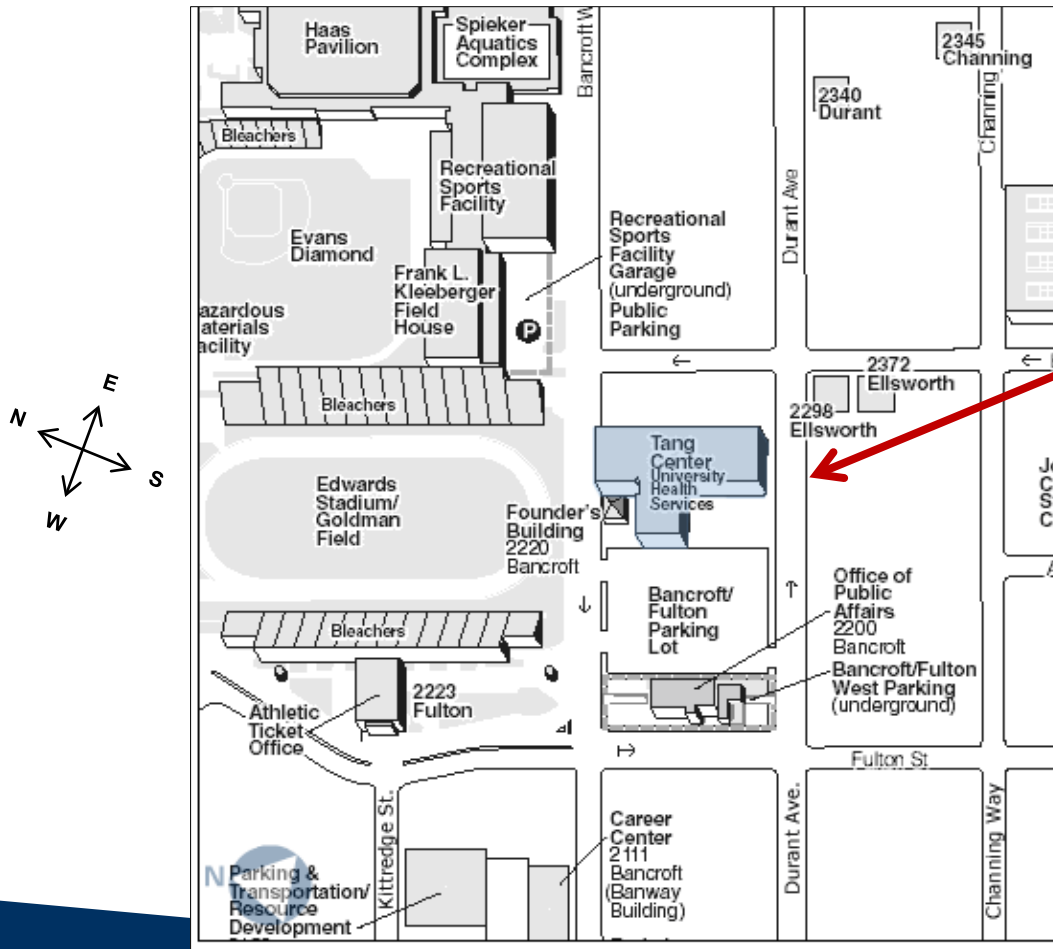
- **ALL** registered students can use the Tang Center, even if they don't have SHIP
- You will pay the **FULL FEE** for services that have costs at the Tang Center
- The Tang Center is not contracted with any outside insurance plans
- The Tang Center does not bill any outside insurances



Where do I go?



Tang Center is located....



Tang Center
2222 Bancroft Way
Berkeley, CA 94720
at Bancroft and
Fulton

- Primary Care
- Urgent Care
- Specialists
- Counseling
- Pharmacy
- Radiology
- Laboratory
- Physical Therapy
- Allergy/Travel
- Health educators
- Social Services
- Insurance specialists
- Medical Records

get ready to GO TANG!

A student's guide to getting started at the tang center

| | | | | | | |
|---|--|-------------------------------------|--|--|---|------------------------------|
| EMERGENCY <small>GO TO THE NEAREST EMERGENCY ROOM</small> | VOLUNTEER PROGRAMS | CAREER COUNSELING LIBRARY | COUNSELING AND PSYCHOLOGICAL SERVICES (CPS) | SOCIAL SERVICES | HEALTH PROMOTION | FREE HEALTH EDUCATION |
| | (510) 642-7202 2nd Floor | (510) 642-2367 2220 Bancroft Way | (510) 642-9494 3rd Floor | (510) 642-6074 2nd Floor | (510) 642-7202 2nd Floor | |
| <small>(510) 642-2020 3RD FLOOR</small> TANG CENTER EYE CLINIC | <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>1 HOW DO I GET IN?</p> <ul style="list-style-type: none"> • Call to make an appointment - (510) 642-2000 • Call for counseling appointments - (510) 642-9494 • Schedule an appointment online • Call the Advice Nurse - (510) 643-7197 • Go to Urgent Care and see the Triage Nurse • See hours here; see map/directions here. </div> <div style="width: 45%;"> <p>4 HOW MUCH DO I PAY?</p> <p>All registered students pay a health fee each semester that provides some free services.</p> <ul style="list-style-type: none"> • Get a sample list of the most common fees. • All students pay a small office visit fee for Primary Care and Urgent Care visits. At Tang, the only difference for students who have SHIP and those that don't is what they pay for other services. • For students with SHIP: Most other fees are covered at 90%. SHIP files the claim for you and you only pay 10%. Pharmacy, Dental and Vision coverage works a bit differently. See more details. • For students without SHIP: Since Tang doesn't accept or bill outside insurance, you pay the full amount due and coordinate with your own insurance company on how/if you will be reimbursed. </div> </div> | | | | <small>(510) 642-1777 1st Floor</small> SPECIALTY CLINICS | |
| <small>(510) 642-3777 1ST FLOOR</small> ALERTY/ INTERNATIONAL TRAVEL CARE | <p>2 YOUR VISIT AT TANG:</p> <ol style="list-style-type: none"> 1. Fill out needed forms through @Tang in advance of your visit 2. Check in for most appointments using the self check-in kiosks in the lobby. 3. Fill out any additional paperwork at a clinic. 4. See clinician or counselor. 5. You may have follow up instructions after your visit. 6. Pay at Cashier | | | | PHARMACY <small>(510) 642-3248 1st Floor</small> | |
| <small>(510) 642-5700 3RD FLOOR</small> STUDENT HEALTH INSURANCE OFFICE | <p>3 HOW DO I PAY?</p> <ul style="list-style-type: none"> • Cash or check; Visa, Mastercard; Cal 1 Card; Charge to your CARS account. | | | | PHYSICAL THERAPY <small>(510) 642-0907 3rd Floor</small> | |
| <h1 style="margin: 0;">GO TANG</h1> | MEDICAL RECORDS | URGENT CARE CLINIC | PRIMARY CARE CLINICS | RADIOLOGY | CLINICAL LABORATORY | JUST VISITING |
| | (510) 642-1804 3rd Floor | (510) 642-3188 1st Floor | (510) 642-2000 2nd Floor | (510) 642-5844 1st Floor | (510) 642-5585 1st Floor | |
| HEALTH INSURANCE <i>what you need to know</i> | | FREE SERVICES | | QUICK LINKS & IMPORTANT PHONE NUMBERS | | TANG TIPS |



Allison Aiken, MD
American Board of
Family Medicine



Lynne Alper, MD
American Board of
Internal Medicine



Howard Backer, MD
American Board of
Emergency Medicine



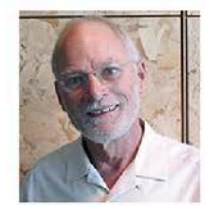
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HINDI | MARATHI



Craig Dennis, MD



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Lindsay Huston, MD
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Sports Medicine, CAQ



Erin Imler, MD
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**Cynthia Johnson,
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**Eleanore Kim,
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**Odile Leland
Arizmendi, MD**
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Daphne Miller, MD
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Debra Nelson, MD
American Board of
Internal Medicine



Jeffrey Nelson, MD
American Board of
Family Medicine
SPANISH



**Melanie Odeleye,
MD, MPH**
American Board of
Preventative Medicine

Meet the staff

200+ nurses, nurse practitioners, doctors, health educators, psychologists, psychiatrists, social workers, peer-to-peer student health workers + more

Accessing Care



Schedule by phone
Advice Nurse



Online scheduling
Secure messaging
Self-help resources



In-person scheduling
Drop-in Urgent Care
Urgent drop-in crisis
support



Making Appointments



Call
(510) 642-2000



Come to the
Tang Center
Appointment
Office



On our website
uhs.berkeley.edu

Primary Care Clinic

Your medical home clinic at UC Berkeley

Accessing Care



Schedule by phone
Advice Nurse



Online scheduling
Secure messaging
Self-help resources



In-person scheduling
Drop-in Urgent Care
Urgent drop-in crisis support

Students come in for:

- Pains, illnesses and minor medical problems
- Prescriptions and lab tests
- Sexual health concerns
- Stress, anxiety and depression

Make an appointment online

Making a Primary Care appointment

- 1 Click on "Appointments" →
- 2 Click on "Schedule an appointment" →
- 3 Select "Same day medical appointments"

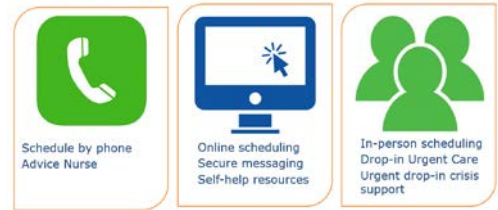


Same day: "SAME DAY" appointments become available for scheduling at 5pm the night before; new appointments are released every hour.

Future: Limited future appointments are available, scheduled by phone only (510) 642-2000 - press "4" for scheduling.

Counseling and Psychiatric Services (CAPS)

Accessing Care



Providing short term counseling for academic, career and personal issues.

- Short-term individual and couples counseling
- Crisis drop-in for urgent concerns
- Group counseling
- Workshops
- Evaluation and follow up for psychiatric medications
- Career counseling and assessments
- Outreach and consultation
- Referrals for longer-term counseling

Make an appointment online or
call (510) 642-9494 to schedule

Get help at anytime



eMessaging

Send secure messages to medical records and insurance staff via eTang patient portal.



Advice Nurse

Available by phone and secure message during UHS regular business hours.
Staffed by registered nurses.



SHIP 24-hour Nurseline

Staffed by RNs.
Urgent & critical care calls followed closely by nurse line staff, details are provided to Tang Center clinicians.

After Hours



After-hours assistance
After-hours counseling
SHIP 24/7 Nurseline



Virtual video visit
Resources online
Resources on doors

Closest
hospitals



KAISER
PERMANENTE®



Sutter Health
Alta Bates Summit
Medical Center

eTang online resources

Accessing Care



Schedule by phone
Advice Nurse



Online scheduling
Secure messaging
Self-help resources



In-person scheduling
Drop-in Urgent Care
Urgent drop-in crisis support

Many services can be obtained without appointments or walk-in

- Authorizing release of records
- Completing forms
- Referral questions for patients with SHIP insurance
- Refilling medications without a medical appointment
- Ordering lab tests without a medical appointment, including:
 - STI tests
 - Pregnancy tests
 - TB tests
- Medical advice from your Primary Care provider or the advice nurse

We are here to help!

Website: uhs.berkeley.edu/ship

Email us: ship@berkeley.edu or send a message through eTang secure portal: etang.berkeley.edu

Call us: (510) 642-5700

Visit us: 3rd Floor of the Tang Center
2222 Bancroft Way Room 3200
Berkeley, CA 94720-4300

