

Health & Safety

# Today's Topics

- Introduction to Counseling and Psychological Services (CAPS)
- University Health Services, the Tang Center and Health Insurance
- Wellness and Safety

# Counseling and Psychological Services (CAPS)

# Why Counseling?



Life at Berkeley involves many stressors:

- academic pressures
- new relationships
- financial concerns
- career decision-making

What's happening personally and emotionally affects your health and academic performance.

# Common Concerns of International Students

- Missing home
- Adjusting to differences in the educational system
- Not being understood when you express yourself in your usual way
- Difficulty making friends
- Conflicts between values at home and in the US
- Dealing with misperceptions about your culture or country
- Concerns about family reactions to choices you make while in the US

# Seek Counseling When You...

- encounter problems that are not easily resolvable.
- can't seem to handle problems in your usual way.
- need support and talking to friends and relatives about your concerns is impossible or unsatisfying
- experience distress or feeling overwhelmed and it is not going away
- find that you are repeating the same mistakes

# CAPS Services

- Brief therapy
- Referrals to the community therapists for long-term counseling, evaluation and medication
- Crisis counseling
- Groups sessions
  - Structured skill building groups (health and wellness, social skills, procrastination)
  - Support groups (grief and loss, transitions, graduate students, students of color)
  - General therapy groups
- Phone consultation
- Career exploration and career library
- Let's Talk – informal one-time, drop-in consultation for students who are not ready to start counseling

# Contacting CAPS

Schedule an appointment: Call 510-642-9494 or use your eTang patient portal

Tang Center 3<sup>rd</sup> Floor

Hours: M, Tu, W, F. 8:00- 5:30; Th 9 – 5:30

Urgent Drop-ins: M-F 10-5

Let's Talk drop-in consultation hours at our satellite locations

Any registered UC Berkeley is eligible for services regardless of insurance coverage



Tang Center at 2222 Bancroft Way



University Health Services  
(UHS), the Tang Center and  
Health Insurance

# Tang Center Services

Primary Care  
 Urgent Care  
 Specialists  
 Counseling  
 Pharmacy  
 Radiology  
 Laboratory

Physical Therapy  
 Allergy/Travel  
 Health Educators  
 Social Services  
 Insurance Specialists  
 Health Records

**UNIVERSITY HEALTH SERVICES** Tang Center **get ready to GO TANG!**  
 A student's guide to getting started at the tang center

<b>EMERGENCY</b> GO TO THE NEAREST EMERGENCY ROOM	<b>VOLUNTEER PROGRAMS</b> (510) 642-7202 2nd Floor	<b>CAREER COUNSELING LIBRARY</b> (510) 642-2367 2220 Bancroft Way	<b>COUNSELING AND PSYCHOLOGICAL SERVICES (CPS)</b> (510) 642-9494 3rd Floor	<b>SOCIAL SERVICES</b> (510) 642-4074 2nd Floor	<b>HEALTH PROMOTION</b> (510) 642-7302 2nd Floor	<b>FREE HEALTH EDUCATION</b>	
<b>TANG CENTER ETC CLINIC</b> (510) 642-2000 3rd Floor	<b>1 HOW DO I GET IN?</b> <ul style="list-style-type: none"> <li>Call to make an <b>appointment</b> - (510) 642-2000</li> <li>Call for counseling appointments - (510) 642-9494</li> <li>Schedule an <b>appointment online</b></li> <li>Call the <b>Advice Nurse</b> - (510) 642-7197</li> <li>Go to <b>Urgent Care</b> and see the Triage Nurse</li> <li>See hours <a href="#">here</a>; see map/directions <a href="#">here</a>.</li> </ul>	<b>2 YOUR VISIT AT TANG:</b> <ol style="list-style-type: none"> <li>Fill out needed forms through <a href="#">eTang</a> in advance of your visit.</li> <li>Check in for most appointments using the self check-in kiosks in the lobby.</li> <li>Fill out any additional paperwork at a clinic.</li> <li>See <a href="#">clinician or counselor</a>.</li> <li>You may have follow up instructions after your visit.</li> <li>Pay at Cashier</li> </ol>	<b>4 HOW MUCH DO I PAY?</b> All registered students pay a health fee each semester that provides some <b>free services</b> . <ul style="list-style-type: none"> <li>Get a sample list of the <b>most common fees</b>.</li> <li>All students pay a <b>small office visit fee</b> 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.</li> <li><b>For students with SHIP:</b> 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 <a href="#">more details</a>.</li> <li><b>For students without SHIP:</b> 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.</li> </ul>	<b>SPECIALTY CLINICS</b> (510) 642-7177 1st Floor	<b>PHARMACY</b> (510) 642-2348 1st Floor	<b>STUDENT HEALTH INSURANCE OFFICE</b> (510) 642-2000 3rd Floor	<b>PHYSICAL THERAPY</b> (510) 642-0907 3rd Floor
<b>GO TANG</b>	<b>MEDICAL RECORDS</b> (510) 642-1804 3rd Floor	<b>URGENT CARE CLINIC</b> (510) 642-3188 1st Floor	<b>PRIMARY CARE CLINICS</b> (510) 642-2000 2nd Floor	<b>RADIOLOGY</b> (510) 642-5844 1st Floor	<b>CLINICAL LABORATORY</b> (510) 642-5585 1st Floor	<b>TANG CENTER</b> UNIVERSITY HEALTH SERVICES	
<b>HEALTH INSURANCE</b> <i>what you need to know</i>	<b>FREE SERVICES</b>	<b>QUICK LINKS &amp; IMPORTANT PHONE NUMBERS</b>	<b>TANG TIPS</b>				



# Accessing Care at the Tang Center



Phone scheduling  
Advice Nurse



In-person scheduling  
Drop-in urgent care  
Urgent drop-in crisis support



Online scheduling  
Secure messaging  
Self-help resources  
Virtual video visit



# Primary Care Clinic

All Students can access primary care for \$15 regardless of insurance.

Students come in for

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

Make an appointments online



# Urgent Care Clinic

All Students can access urgent care for \$35 regardless of insurance.

Students come in for

- Concussions
- Fractures and joint dislocations
- Deep cuts and lacerations
- Chest and abdominal pain
- Vomiting and diarrhea
- Acute allergic reactions

Urgent Care is a drop-in clinic. Those with more urgent illnesses will be seen first.

# Unsure About Your Health Concern?

- Call the advice nurse. 510-643-7197
- Send the advice nurse a secure email.
- Walk into Urgent Care. M-F 8-5; Sat-Sun 10-4

# Health Insurance Q&A

## What is health insurance?

Health insurance is a plan that you purchase. If you get sick, the plan will pay for all or part of your medical bills.

All Cal students **must** have health insurance. All students are automatically enrolled in the Berkeley **Student Health Insurance Plan (SHIP)**. Students can waive the plan if they already have insurance that meets UC Berkeley's criteria.

SHIP uses these health insurance companies:

- **Wellfleet Insurance / Blue Shield**– medical, pharmacy and mental health
- **VSP** – eye health
- **MetLife** – dental health

You will receive these cards in the mail or you can print them online.




# Health Insurance Q&A

How do I get information about my SHIP benefits?

Visit <http://berkeley.wellfleetinsurance.com/ship>

- Access insurance ID Card
- Find a medical provider
- Connect with Member Services



## MySHIP Online

Accessing your plan online

Introducing **MySHIP Online** which allows customized access to your Berkeley SHIP ID card and managing your health benefits online.

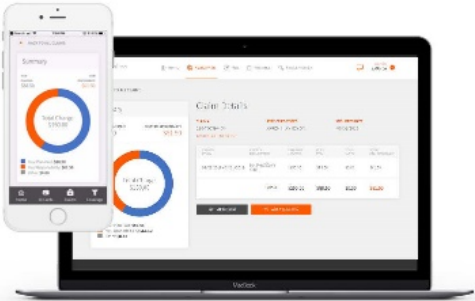
**How to Access MySHIP Online**

1. Navigate either by mobile phone or computer to <http://berkeley.wellfleetinsurance.com/ship>
2. In the upper right hand corner click the  icon.
3. Then select **member** and create an account.
4. You will need to register your account using your student ID # and your date of birth.

**Use MySHIP Online to:**

- Access your insurance ID card.
- Find a medical or behavioral health provider across the country.
- Review claims for medical and behavioral health benefits.
- File claims for medical, Rx and behavioral health visits.
- Connect with Member Services for assistance.

**A Seamless Mobile Experience**  
You can access your plan by web or mobile device anytime, anywhere.



Questions?  
Our Member Services team is ready to assist you.  
Call 1-833-302-9785

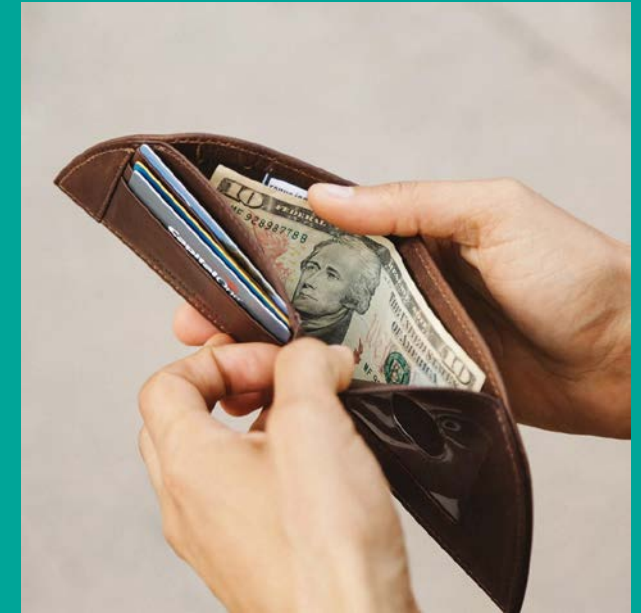
<http://berkeley.wellfleetinsurance.com/ship>






# Health Insurance Q&A

Where should I keep my health insurance card?

Keep it in your wallet.



 <b>Berkeley SHIP</b> student health insurance plan	 <b>WELLFLEET STUDENT</b> Fully Insured by Commercial Casualty Insurance Company
Subscriber Name:	University of California, Berkeley
Subscriber ID: XEL	Group No.: W01 Benefit Plan: PPO Plan
 <b>WELLFLEET</b>	
<b>Rx PCN:KPP</b> <b>Rx Group No.: KU031</b> <b>Rx Bin No.: 012882</b> <b>Network RX Copays:</b> Tier 1 \$10 Tier 2 \$35 Tier 3 \$50 Specialty 20% Coinsurance up to \$250	<b>Network Copays:</b> Primary Care Office Visit \$15 Mental Health Office Visit \$15 Urgent Care \$50 Specialty Office Visit \$25 Emergency Room \$250
<small>Providers: Precertification must be obtained for services as specified in the member's plan. For precertification, call the number shown on this card.</small>	<small>****REFERRAL REQUIRED for most non-emergency services. Contact the SHIP Office to obtain a referral.***</small>
<small>Notice: Possession of this card or obtaining precertification does not guarantee coverage or payment for the service or procedure reviewed. Please call the number on this card to verify eligibility.</small>	

# I feel sick. How can I get help?

How urgent is the problem?

It's extremely urgent.

## **EMERGENCY**

For immediate help with life or death situations

Call 911 or go to the nearest hospital emergency room.

It's urgent.

## **URGENT CARE / DROP-IN CLINIC**

For same-day help with colds, flus, bones, nausea, etc.

Go to Tang Center Urgent Care for a drop-in appointment.

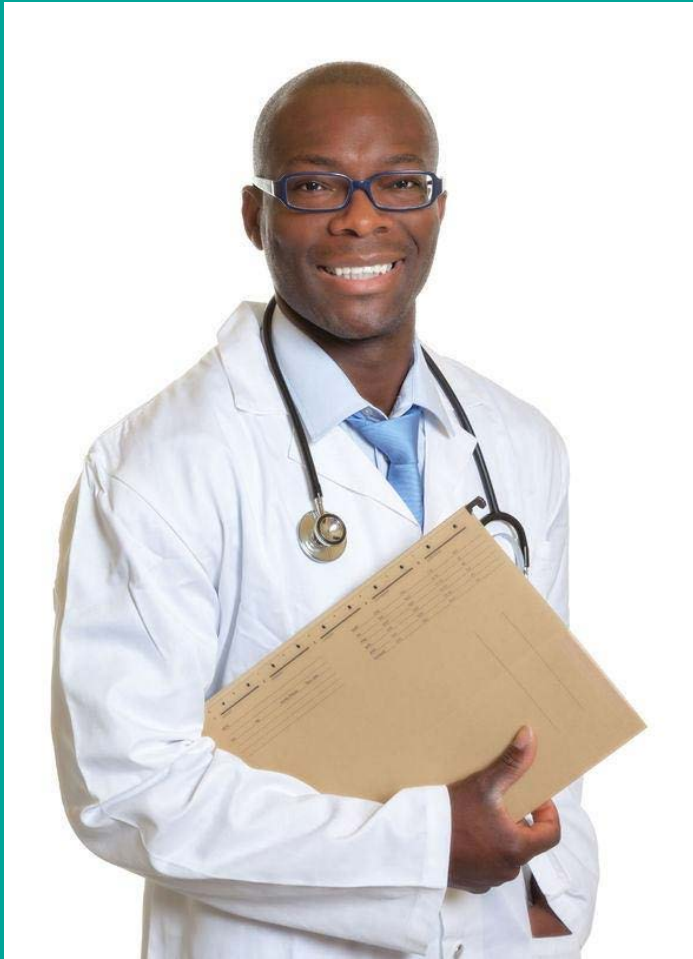
It's not urgent.

## **PRIMARY CARE**

For check ups, long-term issues, physical therapy, counseling, etc.

Make an appointment with a Tang Center doctor.

# Don't Lose Money!



For non-emergencies, go to the Tang Center first.

If doctors think you need further treatment from a **specialist** outside of the Tang Center, they will give you an **authorization** or **referral** to that specialist.

Can you just go directly to a specialist without going to the Tang Center first?

*Yes, but you will probably have to pay full price. SHIP will probably not cover these visits.*

Wellness & Safety

# The Wellness Wheel



Which aspects of the Wellness Wheel are easiest for you to manage? Which are the hardest?

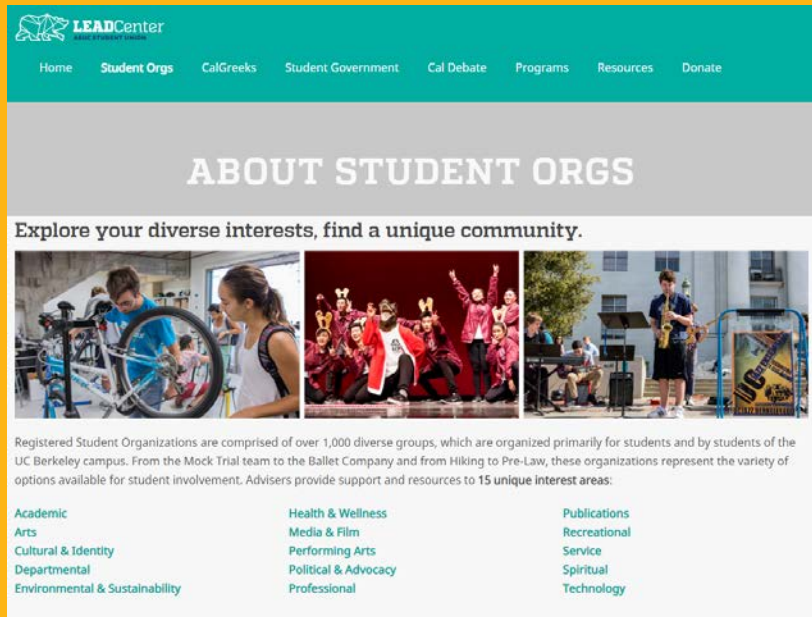
What can you do to ensure you balance these needs?

# The Key to General Wellness

Make time to eat,  
sleep, exercise, study  
and socialize.



# Find Your Crew!



LEADCenter

Home Student Orgs CalGreeks Student Government Cal Debate Programs Resources Donate


## ABOUT STUDENT ORGS

Explore your diverse interests, find a unique community.

Registered Student Organizations are comprised of over 1,000 diverse groups, which are organized primarily for students and by students of the UC Berkeley campus. From the Mock Trial team to the Ballet Company and from Hiking to Pre-Law, these organizations represent the variety of options available for student involvement. Advisers provide support and resources to 15 unique interest areas:

- Academic
- Arts
- Cultural & Identity
- Departmental
- Environmental & Sustainability
- Health & Wellness
- Media & Film
- Performing Arts
- Political & Advocacy
- Professional
- Publications
- Recreational
- Service
- Spiritual
- Technology

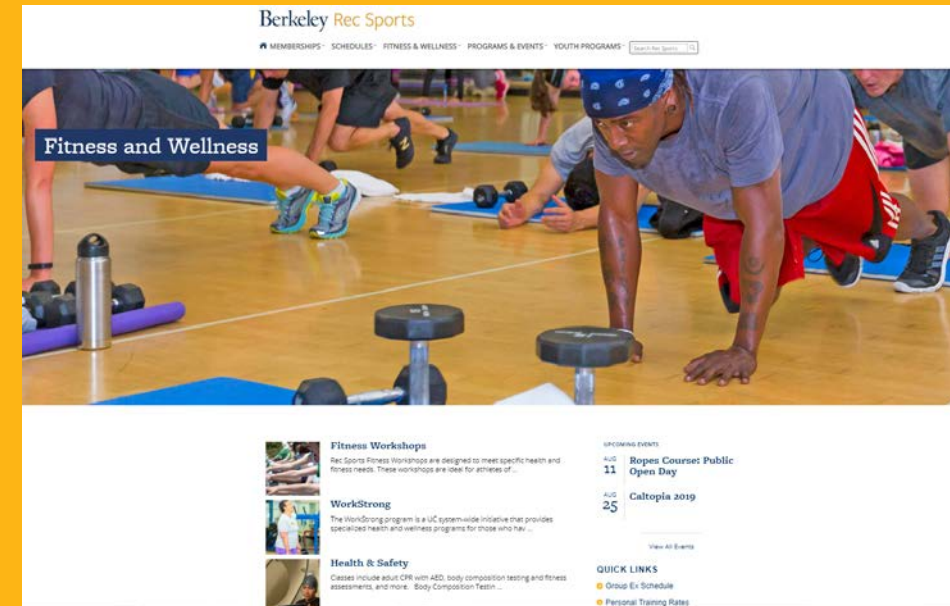
Cal Student Organizations  
<https://lead.berkeley.edu/about-student-orgs/>



# CALAPALOOZA

OVER 500 STUDENT ORGANIZATIONS  
ARE READY TO RECRUIT YOU.  
**GET INVOLVED!**

Calapalooza  
Sept. 5, 2019



Berkeley Rec Sports

MEMBERSHIPS SCHEDULES FITNESS & WELLNESS PROGRAMS & EVENTS YOUTH PROGRAMS

## Fitness and Wellness

**Fitness Workshops**  
Rec Sports Fitness Workshops are designed to meet specific health and fitness needs. These workshops are open for anyone of...

**WorkStrong**  
The WorkStrong program is a UC system-wide initiative that provides specialized health and wellness programs for those who hav...

**Health & Safety**  
Classes include adult CPR with AED, body composition testing and fitness assessments, and more. Body Composition Testin...

**UPCOMING EVENTS**

- AUG 11 Ropes Course& Public Open Day
- AUG 25 Caltopia 2019

**QUICK LINKS**

- Group Ex Schedule
- Personal Training Rates

Cal Recreational Sports  
<https://recsports.berkeley.edu/>

# Recognize Imposter Syndrome

- I'm an imposter – a fake.
- I'm not as smart or talented as others think.
- I don't deserve to be here; I just got lucky.
- I need to prove myself to others.
- Everyone will realize I'm weak if I ask for help.





# Overcome Imposter Syndrome

- Know that you are not alone.
- Talk to a friend or counselor.
- Be compassionate with yourself.
- Ask yourself: Are my thoughts logical?  
Do they have any basis in fact?



You were accepted to this University for a good reason, and you deserve to be here. You do not need to prove to anyone that you are “Cal material.”

# Recognize Identity Theft, Phishing & Scams

- Define terms: Identity theft, phishing, scam
- What do identity thieves look for?
  - Personal information and passwords
  - Social security numbers and bank account information
- Phishing emails and texts often...
  - claim to have noticed unusual activity in your bank account or immigration record.
  - ask you to confirm personal information, download software or make a payment.
  - offer money – discounts, refunds, and coupons.
- Scammers and identity thieves often...
  - claim to represent government agencies, banks, credit card companies, insurance agents.
  - make unexpected, urgent demands for information or payment.
  - threaten severe, immediate consequences.



# Avoid Scams & Identity Theft

- Keep your computer anti-virus software up to date.
- Do NOT log into sensitive websites via a public Wi-Fi connections. (For example, do not check your bank account at a café or at the library.)
- If someone calls you, do NOT offer or confirm any information about yourself. Try to get the phone number and name of the caller.
- Do NOT send payments in any form – through a wire transfer, through cash or through gift cards.
- Notify banks, Berkeley International Office and police as necessary.

The BIO website has details on several types of scams:

<https://internationaloffice.berkeley.edu/living/scams-safety>

# Safety Off and On Campus

**Berkeley Police Department (BPD)** and **UC Police Department (UCPD)** are here to help you.

	On Campus	Off Campus
Emergency	UCPD 510-642-3333 / blue light phone <i>(Dialing 911 will go through dispatcher to UCPD.)</i>	BPD 911
Non-emergency	UCPD 510-642-3333	BPD 510-981-5900

**Dialing 911 anywhere in the US will always connect you to the police department nearest you.**



# Safety On Campus

## Berkeley Night Safety Services

[Home](#) [BearWalk Escort](#) [Night Safety Shuttle](#) [Door to Door Service](#) [Links](#)



### Bearwalk

Dusk – 3:00AM

Walking a short distance? [Book](#) your BearWalk escort online or call (510) 642-9255, no earlier than 15min before your pick-up time. Last call is 2:30 am.



### Night safety shuttle

7:30pm – 3:00am

[Football Update](#)

See where the [night shuttle](#) is in real time.

To see the next pick up time just hover over your closest bus stop.



### Door-to-door service

3:00am – 6:00am

View a [map](#) of our service area. [Book](#) your pick up online or call (510) 642 9255 no earlier than 15 minutes before your pick up time

[WarnMe/Nixle](#) [Update Contact Info](#) [Update Official Email Address](#) [FAQs](#) [Alerts](#)



UC Berkeley's alerting and warning service

[Update Your Info »](#)

### In an Emergency

- Campus emergency info hotline: (800) 705-9998
- Campus emergency radio: KALX 90.7 FM
- For help in an emergency, dial 911 from a campus phone or (510) 642-3333 from a cell phone
- WarnMe/Nixle Alerts
- UCB Police Department
- [Emergency.berkeley.edu](#)
- Emergency Management
- Safe and Well (Red Cross)
- [UCB Police Facebook](#)
- [UCB Police Twitter](#)

WarnMe/Nixle is UC Berkeley's alerting and warning service for students, staff, and faculty. It is activated to contact you when there is an immediate threat to safety or health affecting the campus community. WarnMe/Nixle can alert you by email or text message.

**By default WarnMe/Nixle will send (1) emergency alerts, and (2) advisory and community messages to your Official UC Berkeley Email Address in the CalNet directory.**

**To receive WarnMe/Nixle emergency alerts via text message, you must register your SMS number.**

Berkeley Night Safety Services

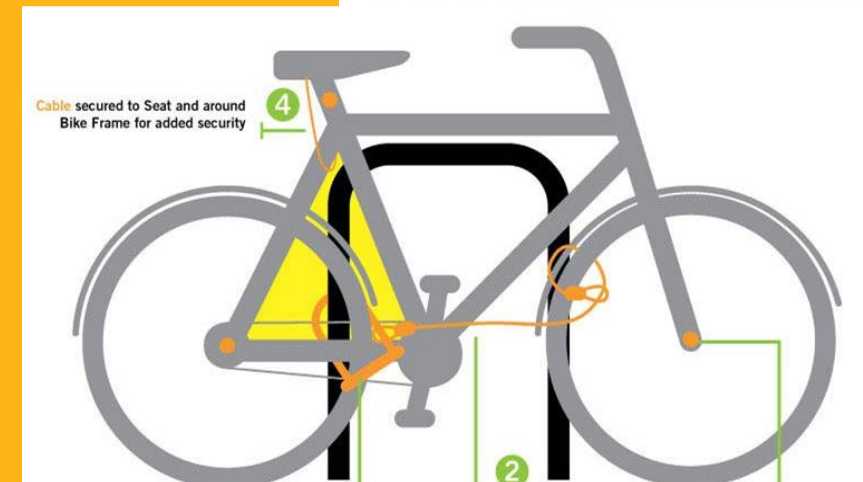
<https://nightsafety.berkeley.edu/home>

Berkeley Warn Me / Nixle

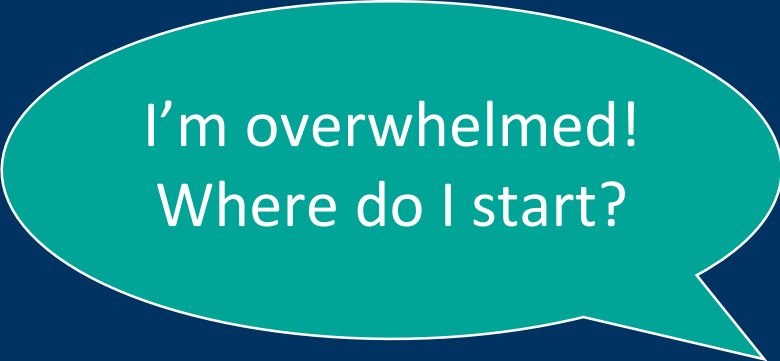
<https://warnme.berkeley.edu>

# Safety in Berkeley and the Bay Area

- Lock doors and windows.
- Do not leave valuables visible in cars or on tables at restaurants or libraries.
- Stay aware at ATMs. Do not count money in public.
- Do not carry immigration documents with you. Leave **passports, I-20s, DS-2019s** and **SSN cards** at home in a secure spot.
- Hold electronics, wallet and purse tightly, especially on public transit.
- Be aware of your surroundings, especially at night and especially when using electronics. Use a UC Berkeley night service to get home safely.
- Use a high-quality U-lock and cable on your bike.



# And finally, ...



I'm overwhelmed!  
Where do I start?



I can't figure this out!



Everyone else seems  
to know what to do!

Don't be afraid to ask for help.  
We are here to support you!