



# Health and Safety

Berkeley International Office

# Goals

Attendees will be able to...

- Understand what health and safety resources are available to international students—both here in the US and from your home country
- Feel prepared for your arrival in the US (whether that is for Fall or a later semester) to have a strong and safe start to your life abroad
- Respond quickly and efficiently to any health, mental health, or safety challenges during your journey at Cal

# Today's Topics

- **UC Berkeley healthcare resources and how to access them from abroad**
  - Counseling and Psychological Services (CAPS)
  - University Health Services (UHS) and the Tang Center
  - Health Insurance Q&A
- **Wellness and Safety**



# Counseling and Psychological Service (CAPS)

# Why Counseling?

This year starting at Berkeley involves many stressors:

- pandemic-related uncertainties and changes
- 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
- Travel restrictions
- 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, or you are repeating the same mistakes
- 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

# 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**



# If you are outside of US...

Currently CAPS counselors are not able to provide counseling to individuals outside of US due to licensure restriction

International students are welcome to contact CAPS for consultation

CAPS counselors can work with you and identify your local resources

# Contacting CAPS

During the pandemic, all appointments are conducted virtually (via Zoom or phone).

To start services, schedule a phone appointment: Call 510-642-9494 or use your eTang patient portal

CAPS Hours:

M, Tu, W, F. 8:00- 5:30; Th 9 – 5:30

Urgent Drop-ins: M-F 10-5

Let's Talk virtual drop-in consultation hours updated regularly for one-time consultation:

<https://uhs.berkeley.edu/coronavirus/mental-health-resources/virtual-lets-talk-drop-consultations>



Tang Center at 2222 Bancroft Way

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



# 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 EMERGENCY ROOM	<b>VOLUNTEER PROGRAMS</b> (510) 442-2002 2nd Floor	<b>CAREER COUNSELING LIBRARY</b> (510) 442-2885 2200 Bancroft Way	<b>COUNSELING AND PSYCHOLOGICAL SERVICES (CPS)</b> (510) 442-6014 3rd Floor	<b>SOCIAL SERVICES</b> (510) 442-6074 2nd Floor	<b>HEALTH PROMOTION</b> (510) 442-2902 2nd Floor	<b>FREE HEALTH EDUCATION</b>	
<b>TRANG CENTER EYE CLINIC</b> (510) 442-2008 1st Floor	<b>1 HOW DO I GET IN?</b> <ul style="list-style-type: none"> <li>• Call to make an <a href="#">appointment</a> - (510) 642-2000</li> <li>• Call for counseling appointments - (510) 642-6014</li> <li>• Schedule an <a href="#">appointment online</a></li> <li>• Call the <a href="#">Triage Nurse</a> - (510) 642-7197</li> <li>• Go to <a href="#">Urgent Care</a> and see the Triage Nurse</li> <li>• See <a href="#">hours here</a>; see <a href="#">map/directions here</a>.</li> </ul>	<b>2 YOUR VISIT AT TANG:</b> <ol style="list-style-type: none"> <li>1. Fill out needed forms through <a href="#">aTang</a> in advance of your visit.</li> <li>2. Check in for most appointments using the self check-in kiosks in the lobby.</li> <li>3. Fill out any additional paperwork at a clinic.</li> <li>4. See <a href="#">clinics</a> or <a href="#">counseling</a>.</li> <li>5. You may have follow up instructions after your visit.</li> <li>6. Pay at Cashier</li> </ol>	<b>3 HOW DO I PAY?</b> <ul style="list-style-type: none"> <li>• Cash or check, Visa, Mastercard; <a href="#">Call 1-800-Change</a> to your CARDS account.</li> </ul>	<b>4 HOW MUCH DO I PAY?</b> <ul style="list-style-type: none"> <li>• All registered students pay a health fee each semester that provides some <a href="#">free services</a>.</li> <li>• Call a sample list of the <a href="#">cost centers</a> <a href="#">here</a>.</li> <li>• 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.</li> <li>• For students with <a href="#">SHIP</a>: Most other fees are covered at 50%. SHIP files the claim for you and you only pay 10%. Pharmacy, Dental and Vision coverage works a bit differently. See <a href="#">this data</a>.</li> <li>• 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 you will be reimbursed.</li> </ul>	<b>SPECIALTY CLINICS</b> (510) 442-7177 1st Floor	<b>PHARMACY</b> (510) 442-2546 1st Floor	<b>PHYSICAL THERAPY</b> (510) 442-6907 1st Floor
<b>GO TANG</b>	<b>MEDICAL RECORDS</b> (510) 442-1804 3rd Floor	<b>URGENT CARE CLINIC</b> (510) 442-3188 1st Floor	<b>PRIMARY CARE CLINICS</b> (510) 442-2000 2nd Floor	<b>RADIOLOGY</b> (510) 442-5844 1st Floor	<b>CLINICAL LABORATORY</b> (510) 442-5585 1st Floor	<b>TANG CENTER JUST VISIT</b>	
<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>	



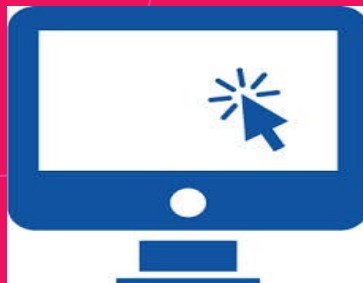
# Accessing Care at the Tang Center



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



# COVID Testing Information

PCR (swab) COVID-19 testing at our Durant site is available for UCB students who meet the following categories:

- close contact with a confirmed case (less than 15 minutes, less than 6 feet apart, and only if between 3-10 days since exposure)
- program requirements, per prior agreement
- symptoms concerning for COVID-19

Testing is performed Monday - Friday from 10am-4pm on the Durant Avenue side of the Tang Center either as a walk-up or drive-through. All testing and swabbing must be ordered in advance. Test results are typically known in 2-3 business, although on occasion it may take longer.

# SHIP Waiver

- International students studying in their home country were eligible to apply for a waiver of SHIP insurance if they had national healthcare
- Deadline has passed (July 31)
- For questions, call (510) 642-5700, email your questions to [ship@berkeley.edu](mailto:ship@berkeley.edu)([link sends e-mail](#)), or currently enrolled students can send a secure message to the SHIP office via the [eTang patient portal](#)

The background features a network of thin white lines connecting several small white circular nodes. These nodes are arranged in a way that creates a series of overlapping, irregular polygons across the blue field. The overall effect is that of a digital or molecular structure.

# Health and Safety



# The Wellness Wheel



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

What can you do to ensure you balance all of these needs?

# The Key to General Wellness

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



# Find your Crew!

Join Cal's [Recreational Sports Facility \(gym\)](#) or a [Cal Student organization](#). Check in with a counselor at [Counseling and Psychological Services](#)





# Health Insurance Q&A

# 1. 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. Most students purchase the Student Health Insurance Plan (SHIP).



SHIP uses these health insurance companies:

- Wellfleet– physical and mental health
- VSP – eye health
- MetLife – dental health

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





## 2. What happens if you get sick but don't have health insurance?



You will have to pay full price for your doctor and hospital visits. These prices are often extremely high.

**Tip:** The Student Health app gives you access to all of your health insurance benefits.

# 3. Where should you keep your health insurance card?

Keep it in your wallet!



Subscriber Name:

University of California, Berkeley

Subscriber ID:  
XEL

Group No.: W01  
Benefit Plan: PPO Plan



Rx PCN: KPP  
Rx Group No.: KU031  
Rx Bin No.: 012882  
**Network RX Copays:**  
Tier 1 \$10  
Tier 2 \$35  
Tier 3 \$50  
Specialty 20% Coinsurance up to \$250

**Network Copays:**  
Primary Care Office Visit \$15  
Mental Health Office Visit \$15  
Urgent Care \$50  
Specialty Office Visit \$25  
Emergency Room \$250

Providers: Precertification must be obtained for services as specified in the member's plan. For precertification, call the number shown on this card.

\*\*\*REFERRAL REQUIRED for most non-emergency services. Contact the SHIP Office to obtain a referral.\*\*\*

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.

## 4. I feel sick! How can I get help?

Ask yourself two questions:

How urgent is the problem?

Extremely urgent

Urgent

Not urgent

What sort of problem is it?

Physical health

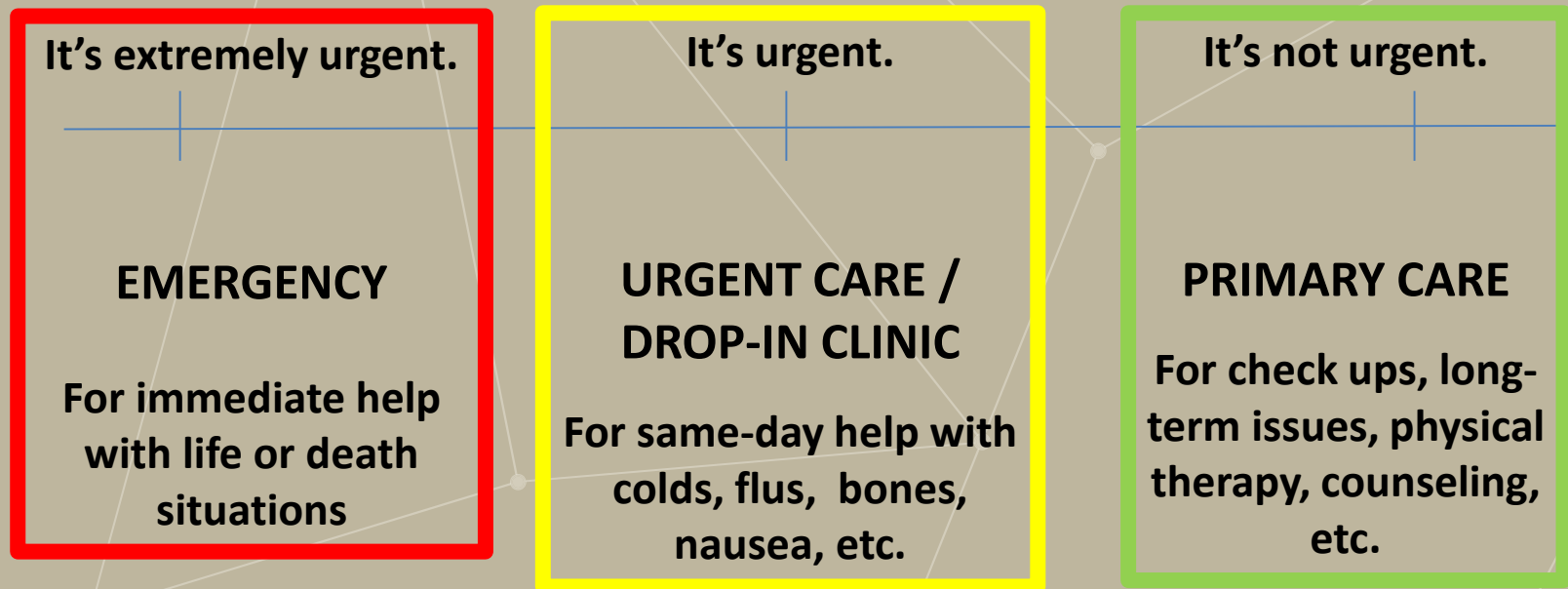
Mental health

Eye health

Dental health



## 4. I feel sick! How can I get help?



# 4. I feel sick! How can I get help?

How urgent is the problem?	What sort of problem is it?	Get help at ...	SHIP Insurance Name
<b>Emergency</b>	Physical, Mental, Eye or Dental Health	the nearest hospital Alta Bates Medical Center 2450 Ashby Ave. Berkeley, CA 94705	Wellfleet
<b>Urgent Care or Primary Care</b>	Physical or Mental Health*	Tang Center Visit the drop-in clinic or schedule an appointment.	Wellfleet
	Vision Health	Tang Center or Minor Hall Visit the drop-in clinic or schedule an appointment.	VSP
	Dental Health	Find a dentist on the Met Life website. Schedule an appointment.	Met Life

# 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.



The background is a solid yellow color. Overlaid on this is a network of thin white lines connecting several small white circular nodes. The nodes are arranged in a way that forms a series of interconnected triangles and quadrilaterals, creating a complex, web-like structure. The lines and nodes are positioned across the entire page, with a higher density in the upper and middle sections.

# Health & Wellness

# Mental Health



**What is mental health?**

**What is a mental health counselor?**

**Mental health counselors help us deal with stress, anxiety, depression, grief, shame, guilt and emotional pain.**

**At Berkeley, you are not alone!**

# 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.



# 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?

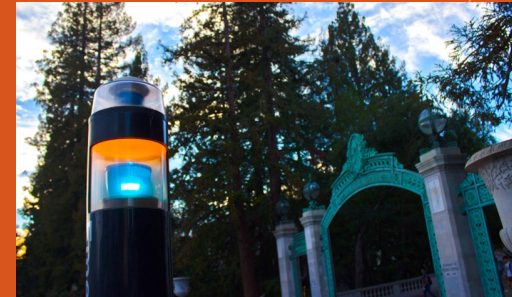


You were accepted to this University for a good reason, and you deserve to be here.  
You do not need to prove to anyone that you are “Cal material.”

# Safety off and on Campus

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

	On Campus	Off Campus
Emergency	Call BPD emergency number. (911)  Then call UCPD. (510-642-3333 or any blue light phone on campus)	Call BPD emergency number. (911)
Non-emergency	Call UCPD. (510-642-3333)	Call BPD non-emergency number. (510-981-5900)



Dialing 911 anywhere in the US will always connect you to the emergency response team of police department nearest you.

Immediately dial 911 in all emergencies.



# 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

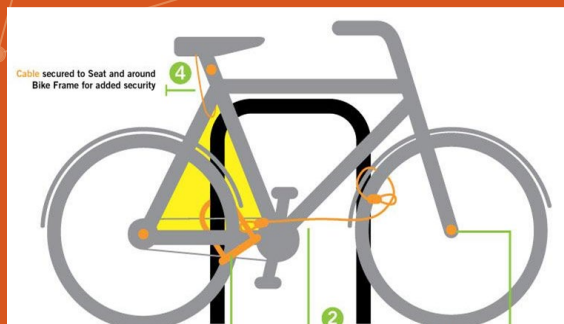
3:00am – 6:00am

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

UC Berkeley night safety services are a joint initiative between Parking and Transportation and UCPD.

# 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.



# 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!**