

# Health & Safety

Berkeley International Office

# Today's Topics

- University Health Services (UHS) and the Tang Center
- Counseling and Psychological Services (CAPS)
- Health Insurance Details
- Safety in the Bay Area

# University Health Services (UHS) & the Tang Center

# UHS/Tang Center Services

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



The Tang Center is at 2222 Bancroft Way.

# Seeking Care at the Tang Center

## University Health Services

Home Coronavirus Medical Insurance (SHIP) Mental Health Health Promotion Faculty & Staff Get Care at UHS!

Get Care at University Health Services (UHS) at UC Berkeley

View UHS Hours of Operation

Log into the eTang Portal

Stay Connected with UHS!

- [Sign up for our monthly newsletter](#)
- [Follow UHS on Instagram](#)
- [Follow UHS on Twitter](#)
- [Follow UHS on Facebook](#)
- [View UHS videos on YouTube](#)

Directions



A quick list of health resources for UC Berkeley students!

### Schedule an appointment

[Appointments](#) are required for most [medical services](#) at UHS, although for urgent problems, UHS offers options including [nurse advice by phone](#), day and night for students and SHIP dependents. If you arrive without an appointment, you will generally be scheduled and asked to return at that time or you may visit [Urgent Care](#) for sudden, serious and unexpected illnesses, injuries or conditions which require immediate medical attention.

Find out more about [accessing mental health resources](#).

### Call the Advice Nurse (for students & SHIP dependents)

If you are a student or SHIP dependent and have a medical question, need home-care advice or are unsure about which services are best for you, speak with the [24/7 Advice Nurse](#) by calling (510) 643-7197 or sending a secure message [online](#). The Advice Nurse line will be answered by a referral line when we are closed. SHIP members may access the 24/7 Nurse line at (909) 691-4955. If you need an interpreter,

Make an appointment for standard issues

Drop-in for Urgent Care issues

Call an advice nurse

List of Services

<https://uhs.berkeley.edu/get-care-uhs>

How to Make Appointments

<https://uhs.berkeley.edu/medical/appointments>

# COVID-19 Testing Information

PCR (swab) testing is available for UCB students who have...

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

Make an appointment to get a test Monday – Friday 10am-4pm at Tang Center (on the Durant Avenue side). Walk-up or drive-through. Results usually ready in about 2-3 business days.

# Counseling and Psychological Services (CAPS)

# Counseling and 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!



# Common Concerns of International Students

- Missing home
- Travel restrictions
- Pandemic-related uncertainties and changes
- 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

# 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.”

# 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 the US

- If you are outside of the U.S. and you have SHIP, you can see any medical provider in the country where you are physically present. <https://uhs.berkeley.edu/services-if-youre-outside-california>
- All UC Berkeley students, regardless of location and insurance status, can take advantage of CAPS weekly Support Connecting to an Off-Campus Mental Health Provider workshops and TAO (Therapy Assistance Online.)

# Speak with a Counselor

- 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>

# 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. 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.





# What If I Don't Have Health Insurance?

If you get sick, you will have to pay full price for your doctor and hospital visits. These prices are often extremely high.

Find your health insurance benefits and find care that will be covered by SHIP at <https://uhs.berkeley.edu/ship>.

## SHIP Updates and Accessing Care

Insurance and getting care easier wherever you may be including no referrals needed for medical and mental health care.

### Berkeley SHIP (Student Health Insurance Plan)

All registered<sup>1</sup> students at the University of California are required to meet the university's [health insurance mandate](#). Registered<sup>1</sup> UC Berkeley undergraduate and graduate students are automatically enrolled in the Berkeley [Student Health Insurance Plan](#) (SHIP) as a way to meet this mandate.

Berkeley SHIP is a comprehensive major medical insurance plan, providing [medical](#), [counseling](#), [prescription](#), [vision](#) and [dental](#) services. Learn about [how to use SHIP here](#) (including claims and billing). Remember, all students can use the Tang Center, whether you [waive SHIP](#) or not.

<sup>1</sup>Registered students refers to students registered in programs eligible for SHIP. See the [SHIP Fees and Enrollment](#) for more details on who is eligible to enroll in SHIP.

#### Enrollment

Eligibility, Coverage Period & Premium

#### Benefits

Medical/Mental Health, Rx, Dental & Vision

#### Access Your Health Plan Online

ID Card, Find Providers & Claim Status

#### Access Your Health Plan Mobile App

ID Card, Find Providers & Claim Status

#### Dental Plan

MetLife PDP Plus


#### Vision Plan

VSP Choice

# Where Should I Keep My Health Insurance Card?

Keep it in your wallet!



Subscriber Name:	University of California, Berkeley		
Subscriber ID:	Group No.: W01		
XEL	Benefit Plan: PPO Plan		
 WELLFLEET <small>RX PLAN</small>			
Rx PCN:KPP	<b>Network Copays:</b>		
Rx Group No.: KU031	Primary Care Office Visit		\$15
Rx Bin No.: 012882	Mental Health Office Visit		\$15
Network RX Copays:	Urgent Care		\$50
Tier 1	Specialty Office Visit		\$25
Tier 2	Emergency Room		\$250
Tier 3			
Specialty	20% Coinsurance up to \$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.

# I Feel Sick. How Can I Get Help?

How urgent is the issue?	What sort of problem is it?	Get help at...	SHIP insurance coverage from
Emergency	Any type	911 or nearest hospital	Wellfleet
Urgent Care or Primary Care	Physical or mental health	Tang Center drop-in or make an appointment	Wellfleet
	Vision	Tang Center or Minor Hall drop-in or make an appointment	VSP
	Dental	MetLife website. Search for a dentist. Make an appointment.	MetLife

# 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.



# 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 15).

For questions, contact SHIP.

- Phone: 510-642-5700
- Email: [ship@berkeley.edu](mailto:ship@berkeley.edu)(link sends e-mail).
- Online: [eTang patient portal](#)

# Safety On and Off Campus

# 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.

## Berkeley Night Safety Services

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

### 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 Warn Me / Nixle

<https://warnme.berkeley.edu>

# Safety in Berkeley and the Bay Area

Berkeley Police Department and the UC Police Department are here to protect and serve 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)



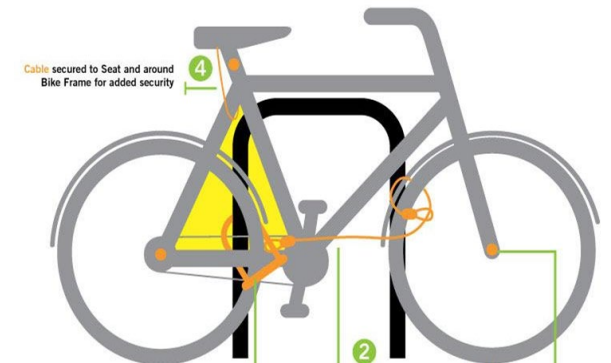
**Immediately dial 911 in an emergency.**

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



# 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.



# 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>

# Don't Be a Stranger!

We at BIO are here to support you!

<https://internationaloffice.berkeley.edu/students/student-services>

## Berkeley International Office

Home Students Professors & Researchers Departments Immigration Living in Berkeley Statistics About

Home » Students » Student Services

### Student Services



Berkeley International Office is proud to announce our new student services model for Fall 2021, which includes options for both virtual and in-person services, including appointments and drop-in advising. Students may now choose from daily virtual or in-person advising appointment times, daily virtual drop-in advising hours for more urgent issues, as well as schedule appointments for document pick-up and drop-off.

Still prefer to receive our services virtually? No problem! Our advising model offers [virtual advising appointments](#) and [drop-in advising](#), and students are encouraged to continue to submit [student document requests](#) to [internationaloffice@berkeley.edu](mailto:internationaloffice@berkeley.edu). F-1 students can choose to receive their documents via email, and both F-1 and J-1 students can request physical I-20/DS-2019 documents to be mailed either via Express mail or USPS.

Student advising hours are intended for UC Berkeley international students only. Parents of students may only join advising hours with their student. Faculty or staff with questions about international students should email [internationaloffice@berkeley.edu](mailto:internationaloffice@berkeley.edu) or call the BIO Front Desk at 510-642-2818.

### In-Person Services (appointment only—no drop-ins)

Please note that students seeking in-person services must comply with the university's [campus access](#)<sup>1</sup>, [vaccination](#)<sup>2</sup> and [face covering](#)<sup>3</sup> policies. Students returning to campus from international locations should review [Summer and Fall 2021 COVID Guidelines for Students](#)<sup>4</sup>.

#### Document Pickup Appointments

BIO has a 5 business day processing time for [F-1 and J-1 student document requests](#). Your document will be ready by 1 pm 5 business days after your request submission date. Our processing time begins on the date that we receive a fully completed request. Incomplete requests are not considered fully submitted until all required documents are received. *Processing for requests received after 4 p.m. or on a weekend/holiday are counted as starting the next business day.* See [this announcement](#)<sup>5</sup> for details and example timelines. If you book a document pick-up time too early, your appointment may be cancelled.

#### Student Document Pick-Up and Drop-Off Appointments

DO NOT BOOK PICK-UP TOO EARLY! Your document will be ready by 1 p.m. 5 business days after your request submission date. Appointments booked too early will be CANCELLED.

#### In-Person Advising Appointments

Monday-Tuesday 10 a.m.–12 p.m., Thursday-Friday 1–4 p.m. (no advising on Wednesdays)

### Virtual Services (drop-in and appointment)