

University of California

Student Health and Counseling Services Access

Guidelines for Systemwide Reciprocity

Issued October 31, 2012

Revised June 20, 2016

1. PURPOSE

To describe the agreement among the UC Student Health and Counseling Services regarding the provision of reciprocal care to all UC registered students.

2. POLICY

The Policy on University Obligations and Student Rights states that a student has the right:

171.15 If registered for a current term on any University campus, to have access to basic outpatient health care services of any other University campus, under conditions that apply to students registered on that campus.

3. PROCEDURE

The Student Health and Counseling Services on each UC campus agrees to provide services to all UC students registered on other UC campuses in accordance with the following provisions:

3.1. Health Insurance Status

3.1.1. To verify the student's health plan enrollment status, the host campus may access Wells Fargo Insurance Services' School Administrator web site, call the carrier of the student's health plan or call the student's home campus Student Health Insurance Office (see attached Reciprocity Contact Sheet).

3.2. Referrals

3.2.1. Members of any UC-sponsored student health plan do not need a referral from their home campus in order to receive services at another UC Student Health or Counseling Services.

3.2.2. If a visiting student has UC SHIP and the host campus participates in UC SHIP, referrals or authorization for care beyond the scope of the host campus Student Health and Counseling Services are provided by the Insurance Office on the *host* campus.

3.2.3. If the student has a different plan than that offered by the host campus (*e.g.*, student has UC SHIP but host campus does not participate in UC SHIP, or vice versa), the host campus will need to inform the student's home campus about any referral so that the referral can be entered into the electronic medical record system on the home campus and transmitted to the appropriate carrier.

University of California

Student Health and Counseling Services Access

Guidelines for Systemwide Reciprocity

Issued October 31, 2012

Revised June 20, 2016

3.3. Fees

3.3.1. Visiting students enrolled in the student health insurance plan of their home campus may receive health and counseling services at the same fees as students who have waived enrollment in their own campus' sponsored health plan on the *host* campus. This applies regardless of whether the visiting student's health plan is UC SHIP or another campus-sponsored plan.

3.3.2. Visiting students *not* enrolled in a UC-sponsored student health plan may receive Student Health and Counseling Center services at the same fees as students who are not enrolled in the host campus' student health plan.

Example: At the UC Davis Health and Counseling Services, a non-UC Davis student without UC-sponsored student health coverage may be seen and charged the same fees that a UC Davis registered student without UC Davis' student health plan is charged, even though that service may be provided at the student's home campus health service without charge.

3.3.3. Regardless of which insurance the visiting student has, the student will be required to pay fees in full at the time of service. This is necessary in order for the carrier to calculate the appropriate patient responsibility amount based on the patient's plan benefits and deduct it from the claim reimbursement. The claim reimbursement should be sent to the patient.

3.3.4. In order to receive services at student-level fee rates, the student must present a valid UC Identification Card for the current academic period. The eligibility dates on the home campus are followed to determine the applicable fee structure.

3.3.4.1. To verify the student's registration status, the host campus may call the student's home campus' Student Health Insurance Office. If the visiting student has UC SHIP, the host campus may also look up the student's status in the "School Administrator" section of the Wells Fargo Insurance Services website: <https://studentinsurance.wellsfargo.com/schooladmin/login.aspx>

Example: A Berkeley student in Irvine in early September (prior to the start of the UC Irvine Fall quarter but after the beginning of the UC Berkeley semester) pays student fees at the UC Irvine Student Health Service. Likewise, a UCI student in Berkeley before the UCI Spring quarter ends in June pays student charges even after the UCB semester ends in mid-May.

University of California

Student Health and Counseling Services Access

Guidelines for Systemwide Reciprocity

Issued October 31, 2012

Revised June 20, 2016

3.4. Claims Submission

3.4.1. Students receiving reciprocity services may pay student health charges in full at the time of service and submit a claim to his or her health insurance plan. The host campus may at their discretion offer to submit the claim on the student's behalf to the student's plan. Some host campuses may be able to offer this service, while others may not be able to do so.

3.4.2. Effective fall of 2016, all but one campus will have Anthem as their SHIP or UC SHIP health plan carrier. Students, or campuses at their discretion, may submit reciprocity Anthem SHIP or UC SHIP claims manually to Anthem for *special* handling to ensure that copayments and/or coinsurance are applied correctly. These claims should be submitted to the following address:

Anthem Blue Cross
21555 Oxnard Street
Woodland Hills, CA 91367
Attn: Katrina Lazaro
Mailstop CAAC04-004I

Note that claim reimbursement should be assigned to the student if the student paid fees in full to the host facility at the time of service.

Alternately, Anthem has agreed that student health services may bill reciprocity claims electronically if the visiting student has an Anthem SHIP or UC SHIP plan. The student's ID number and health plan Group Number must be included with the claim submission. Again, some student health services may not be able to offer this service.

3.5. Claims Payment

3.5.1. Anthem and Aetna have both agreed to pay claims from any UC Student Health and Counseling Service based on the billed charges of that facility.

3.5.2. Both AETNA and Anthem will pay claims for SHIP and UC SHIP members who are visiting another campus based on the benefit structure of the plan member's *home* campus Plan.

3.6. Mental Health and Substance Use Disorder Services

3.6.1. Psychiatry, counseling and other psychological services are provided as appropriate, guided by the student's mental health care needs and the student's duration of time away from their home campus. Care may be limited to a single assessment for acute symptoms, transitional services and/or referral to off-campus care.

University of California

Student Health and Counseling Services Access

Guidelines for Systemwide Reciprocity

Issued October 31, 2012

Revised June 20, 2016

- 3.6.2. If the visiting student has UC SHIP or another campus-sponsored plan, the host campus Insurance Office or CAPS will provide authorization (a referral) for care beyond the scope of the host campus Counseling Services.

3.7. Records

- 3.7.1. For UC SHIP/SHIP members, pending a signed records release form, the host Student Health or Counseling Services will send copies of any referrals for off-campus care to the student's home-campus Student Health and Counseling Services.

3.8. Special Provision for UC Hastings

- 3.8.1. Students of UC Hastings College of the Law may be seen at other UC campuses in accordance with the procedures outlined herein. However, due to the extremely limited scope of services provided at UC Hastings' student health service, the College cannot offer reciprocity to students from other UC campuses.