Student Health Services

Les Lawrence, MD
Executive Director

Kevin Readdean, MSEd
Associate Director
MULTIDISCIPLINARY TEAM

Medical Staff
- Physicians
- Physician Assistants
- GYN Nurse Practitioner
- Registered Nurses
- Medical Assistant
- Athletic Trainers

Counseling Staff
- Psychiatrist
- Social Workers

Health Promotion Staff
- Health Educators

Disability Services Staff
- Director of Disability Services

Administrative Staff
- Associate Director
- Operations Manager
- Insurance Specialist
- Receptionists
LOCATIONS

Academy Hall
- 4000 Level: Counseling and Disability Services
- 3000 Level: Medical and Health Promotion Services

East Campus Athletic Village
- ECAV: Sports Medicine
HOURS OF SERVICE

Emergency Services

- After Hours Emergency: 911 or 518-276-6611
- Samaritan Hospital Emergency Department: 2215 Burdett Avenue, Troy, 24/7

Urgent Care

- St. Peter’s Urgent Care (St. Mary's Hospital) - 1300 Massachusetts Avenue
- Albany Med EmUrgentCare - 730 Hoosick Road
- St. Peter’s Urgent Care - 79 Vandenberg Ave, Troy

Hotlines

- 24-hour Nurse Line: 1-866-315-8756

Health Center Hours

Monday – Friday
8:30am - 5:00pm

“The nurse and front staff are very friendly and welcoming. The nurses always listen to your issues and ask pertinent questions.”
MEDICAL SERVICES – in-person and telemedicine

- Colds, viral sinusitis, viral bronchitis
- STD’s, rashes, fatigue
- Mononucleosis, influenza, gastroenteritis
- Sprains or strains or other injuries
- Management of chronic conditions
- Gynecological care
- Allergy shots, immunizations
- Accredited lab

“Overall, the staff and care I have received at the health center has been timely, attentive, and great.”
COUNSELING SERVICES – in-person and telecounseling

- Personal psychological counseling
- Adjustment
- Time and stress management
- Relationships
- Anxiety and Depression
- Psychiatric assessments and medications
- Consultation
- Crisis Intervention

“This was my first time going to the counseling center… It really helps to keep me down on earth.”
HEALTH PROMOTION SERVICES – video, in-person, and social media

Programs
- Alcohol & Other Drugs
- Mental Health
- Nutrition/Fitness
- Safer Sex/Sexuality
- Smoking & Tobacco
- Stress
- Violence Issues
- Wellness

Initiatives
- InStallment
- Alcohol and Other Drug Advisory Committee
- Sexual Misconduct Prevention and Education
- Bystander Intervention Peer Educators
- Safe Zone program (LGBTQ awareness)
- LGBTQ Mentoring Network

[Rainbow flag]
DISABILITY SERVICES – in-person, video and telephone meetings

- Support services and referral information for students with disabilities
- Assists with gaining equal access to academic programs, extracurricular activities, and physical facilities
- Assesses eligibility for services for those who register and provide the required documentation
- Disability Services Webinar – July 13\textsuperscript{th} – recording available
- Website: http://studenthealth.rpi.edu/disabilityservices
Federal and State laws, Institute policy, Medical Center policy, and medical ethics prohibit us from talking to anyone about a student’s health without that student’s written permission.

“I felt heard and understood and not rushed, and the doctor's diagnosis and treatment were spot-on.”
WHAT ARE THE FEES FOR HEALTH SERVICES?

**Health Center Fee**
- $344/semester
- On-campus Services
- Not waivable

**Health Insurance Fee**
- $755/semester
- Off-campus Services
- Waivable
$344/semester provides:

- Covers all visits to the Student Health Center including medical, counseling and health education
- No co-pay or charge to your insurance plan
- Does NOT cover prescriptions, referrals to specialists, hospitalization or emergency room visits

“Overall it was a very pleasant experience; I was struck by the friendliness, professionalism, and overall usefulness of the staff.”
STUDENT HEALTH INSURANCE PLAN – FOR OFF CAMPUS SERVICES

$755/semester provides:

- Coverage for a wide range of off-campus health services
- Billed at $755 per semester
  - Fall coverage (August 1 to January 31)
  - Spring/Summer coverage (February 1 to July 31)

Annual enrollment/waiver process:

- All full-time students
- September 1st deadline
- Form is on the On-line Health Portal

A nationally and locally top-rated health insurance plan
What does the Student Insurance Plan Cover?

- Preventative Care
- Primary Care Office Visits
- Urgent Care Visits
- Emergency Care
- Inpatient & Outpatient Hospital Care
- Mental Health Services
- Required Immunizations
- Prescription Drugs
- Labs & Imaging
- Ambulance
- Medical, Political, Natural Disaster Evacuation & Repatriation
What is my Out-of-Pocket Expense?

- **In-Network** – Group of providers you must go to for the most cost-effective pricing. [https://www.cdphp.com/members/use-your-benefits/find-a-doctor](https://www.cdphp.com/members/use-your-benefits/find-a-doctor)

- **Out-of-Network** – Plan will help pay for care for providers not within the CDPHP network

- **Out-of-Network Deductible** – The amount you must pay annually before the insurance kicks in. *The out-of-network deductible for this policy is $1,000.00*

- **Coinsurance** – The cost you are required to pay each provider. *The coinsurance amount for this policy is 20% for In-Network & 20% for Out-of-Network*

- **Out-of-Pocket-Maximum** - *$2500 for In-Network and $4000 for Out-of-Network*
Explanation of Benefits

How to Read Your Explanation of Benefits

The Explanation of Benefits (EOB) is not a bill, but serves to keep you informed of how your care is being covered. It will show how much CDPHP has paid, how much you have paid, and any outstanding amount you may still owe your provider. Below is a sample EOB.

Why Should I Care What the EOB Says?

There are several important reasons to check your EOB each time you receive one. Here are just a few:

- Comparing the “Amount billed,” the “Amount allowed,” and “Amount you may owe,” will give you a clear idea of the value of your benefits.
- If you do still owe your provider something for the visit, this will be reflected on your EOB. Knowing about it in advance can help you plan and budget. When you get a bill from the provider, compare it with your EOB. They should match in terms of your payment responsibility.
- If you get an EOB for a service you don’t recall receiving, call a member services representative at the number on your ID card for help researching the claim. If you are concerned that a fraudulent claim has been filed on your behalf, that should be reported to our Fraud Awareness Hotline at 1-800-280-6885.

For Health or Claim Assistance, Please call:

518-641-3140 or 1-877-269-2134
What You Will Receive in the Mail

Explanation of Benefits

This is not a bill.

Summary of this Claim

<table>
<thead>
<tr>
<th>Claim No.</th>
<th>111111111-11</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Smith, John</td>
</tr>
<tr>
<td>Policy No.</td>
<td>1234567890</td>
</tr>
<tr>
<td>Date</td>
<td>01/01/2022</td>
</tr>
</tbody>
</table>

- Network Direct Smile
  - Individual: $1,500.00
  - Family: $3,000.00
- Network Direct Deductible
  - Individual: $0.00
  - Family: $0.00

HRA Status

- Annual Deductible: $0.00
- Current Balance: $0.00

Please view text and check details about your claims, the status of your deductible, and out-of-pocket costs by logging into your account at www.cdphp.com.
While at Rensselaer, will my current plan include the following:

- Routine (not just urgent) care outside your geographic area?
- Specialist consultation outside your geographic area?
- Will you need a referral or prior authorization for treatment by a specialist?
- Routine laboratory, X-ray and other diagnostic tests outside your area?
- Prescription coverage?
- A nationwide network of providers?

Other considerations:
- International Students
- Study Abroad
- Co-op Experience
- Annual requirement
- Telehealth services
rpi.studenthealthportal.com

On-Line Portal Forms

Notice of Privacy Practices
Patient Information and Medical History
Tuberculosis Screening
Health Insurance Waiver/ Enrollment
Local Contact Information
Immunization History

Waive: ‘Document Upload’ a copy of your insurance card

‘Document Upload’ a copy of your Immunization Report
Welcome to the Student Health Portal

Welcome to the Rensselaer Student Health Center Portal. We hope you find this web portal to be a useful tool to help manage your healthcare. The portal can be used to schedule medical and GYN appointments, for secure messaging with your medical provider, submitting pre-entrance health information and to submit an enrollment/waiver form for RPI student health insurance plan.

The Student Health Center is a comprehensive, nationally accredited, physician-directed program providing confidential outpatient health care, mental health counseling, and health promotion services. Health care services include primary and urgent care, referrals to specialists, as well as gynecological and allergy clinics. Counseling services include individual counseling sessions and group workshops for personal and academic adjustment problems.

On behalf of the entire staff, I wish you the best for a healthy and successful academic year.

Sincerely,
Dr. Leslie Lawrence
Medical Director
AlcoholEdu

- 2 courses
- 2 parts to each course
- 30 day intermission between parts 1 and 2

- Part 1 deadline – Aug 30th
- Part 2 deadline – Sept 30th

Sexual Assault Prevention for Undergraduates
Conversations to have with your student this summer

• Transition
  - Stress
  - Grades
  - Studying

• Reaching out for Help
  - Support systems are in place, don’t be afraid/ashamed to ask for help

• Social Life
  - Clubs/Activities
  - Relationships
  - Substance Use
Questions? Contact Us!

- healthcenter@rpi.edu
- counseling@rpi.edu
- healthed@rpi.edu
- healthins@rpi.edu
- healthrecords@rpi.edu
- dss@rpi.edu

- Health and Health Promotion: 518-276-6287
- Counseling: 518-276-6479
- Disability Services: 518-276-8197

http://studenthealth.rpi.edu
Twitter: @RPIhealth
Facebook: RPI Student Health Center
Instagram: rpi.studenthealth

"I've been to the health center multiple times, and every time it was amazing. Had a great experience (as good as it can get considering where I was!)"

Capital District Physicians Health Plan
518-641-3140 or 1-877-269-2134