

# University of California

## Student Health and Counseling Services Access

### Guidelines for Systemwide Reciprocity

Issued October 31, 2012

Revised October 2018

#### 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. The provision of reciprocity is based upon the University policy as cited in section 2 below.

The University is mindful of clinical care, administrative, and insurance guidelines and requirements in the development of these Guidelines.

#### 2. UNIVERSITY OF CALIFORNIA POLICY PACAOS-170

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 UC SHIP host campus may access Academic Health Plan's School Administrator web site for UC SHIP students, 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 Service.

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 October 2018

#### 3.3. Fees

3.3.1. Visiting students, whether or not they are enrolled in their home campus-sponsored health plan, may receive medical and counseling services at the same fees as students who have waived enrollment in the host's campus-sponsored health plan.

*Example: At the UC Davis Health and Counseling Services, a non-UC Davis student from another UC campus 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.*

3.3.2. **Regardless**<sup>[JP1]</sup> 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.

3.3.3. 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.

3.3.3.1. To verify the student's registration status, the host campus may call the student's home campus' Student Health Insurance Office or if the visiting student has UC SHIP, the UC SHIP host campus may look up the student's status in the "School Administrator" section of the Academic Health Plan's website:  
**h**<sup>[JP2]</sup>*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.*

#### 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 2018, all but one campus will have UC SHIP as their 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:

# University of California

## Student Health and Counseling Services Access

### Guidelines for Systemwide Reciprocity

Issued October 31, 2012

Revised October 2018

Anthem Blue Cross  
21555 Oxnard Street  
Woodland Hills, CA 91367  
Attn: Paula Weaver  
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.

3.4.3 Students receiving pharmacy benefits should be referred to a retail pharmacy for fill. Campuses may fill the prescription but the student would be responsible for the entire cost and would have to submit claim for reimbursement to the medical or pharmacy vendor.

#### **3.5. Claims Payment**

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

3.5.2. 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. Any campus' student health or CAPS services will, at a minimum, provide a single assessment and/or referral to off-campus care for any student requesting mental health services.

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**

**University of California**  
**Student Health and Counseling Services Access**  
**Guidelines for Systemwide Reciprocity**

Issued October 31, 2012

Revised October 2018

- 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.