

University of Illinois at Chicago
College of Medicine
Student Health Information & Guidelines
Academic Year 2020 - 2021

This form was created to help medical students at the Chicago campus navigate the resources that will assist them in accessing care for themselves during their tenure at the University of Illinois College of Medicine (COM), Chicago Campus. Students based in Peoria, Rockford or Champaign-Urbana campuses should refer to the Office of Student Affairs at their sites for comparable guidance. This guide outlines the coverage provided by the UIC Health Service Fee, and CampusCare coverage, the university run opt-out health benefit program. Additional college, university, and external resources are provided throughout as well. While the information in this guide was amassed with great effort and in collaboration among student leaders, faculty and staff at UIC, we appreciate that these resources and the departments that run them are dynamic and the information included here may change. Please reach out to the COM Office of Student Affairs at the Chicago campus, if you find anything to be misrepresentative, inaccurate, or if something is missing. We welcome your feedback and hope to continue to aid in clarifying best practices for students to interact with available resources provided within and outside of the UIC system.

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*Items are funded by the Student Health Services Fee

I. Best Practices for Medical Students

A. PRIVACY

To ensure the privacy of University of Illinois medical students, a medical student will never be scheduled with a provider who is responsible for grading or otherwise evaluating medical students. With the rare exception of life-threatening emergencies, a clinician not involved in medical student training and/or evaluation will be identified.

If you are a medical student, **you must identify yourself as a medical student each time you call to schedule a healthcare related appointment.** At the UIC Family Medicine Clinic at University Village, the schedulers should list your chief concern as “medical student” so that your privacy will not be compromised by anyone looking at a physician’s schedule. Your chart will also be tagged with a note that you are a student, so fellow students will not open it. In order to ensure that this privacy standard is upheld, it is also beneficial to announce that you are a medical student to any staff who check you in and/or take you to an exam room. A noted exception to this is when you are seeking care at the Counseling Center or Resiliency Center, whose providers will not be involved in your medical education, therefore it is unnecessary to clarify your medical student status.

For questions regarding your medical history or medical condition, please contact your provider. If this is a provider in the UI Health system, you can call Family Medicine at (312) 996-2901 or contact your provider via the online UI Health Patient Portal.

<https://hospital.uillinois.edu/patients-and-visitors/patient-information/my-ui-health>

Do not send any private health information via personal or university email.

B. ESTABLISH CARE WITH A PRIMARY CARE PROVIDER (PCP)

In this section, we emphasize the importance of establishing care with a Primary Care Provider (PCP) to receive medical care. This will help you to navigate the University of Illinois at Chicago healthcare system. It is not necessary to have a PCP to access services provided by the Counseling Center, Resiliency Center, or the Wellness Center. To promptly and seamlessly navigate healthcare provided by both the UIC Health Services Fee and CampusCare (outlined below), one should first establish a relationship with a PCP in the Family Medicine Center at University Village (Maxwell Clinic).

For information on how to make appointments, location, hours, etc. go to Section II. UIC Health Services Fee.

Your PCP will be your advocate in navigating the healthcare systems utilized by our college. You do not need to always see the same PCP but establishing a relationship with one is always a good idea to streamline your care. Your PCP can help you with many healthcare services and will provide referrals for other specialty services as needed. Profiles for Family Medicine providers at UIC are available at the following link for you to decide who may be a good fit for you.

https://hospital.uillinois.edu/find-a-doctor/fad-search-results?catids=family_medicine

Once you have established care with your PCP, a quick and efficient way to communicate with your provider is through the online UI Health Patient portal- <https://hospital.uillinois.edu/patients-and-visitors/patient-information/my-ui-health>

In addition to the UIC Health Services Fee, all students must maintain health insurance throughout their student careers. **Registered students have access to services covered by the UIC Health Services Fee, regardless of their insurance coverage.** If you require services beyond what is provided under the UIC Health Services Fee, please consult your insurance provider.

Many students enroll in CampusCare, the student health benefit program provided by the University of Illinois. Students are automatically enrolled in CampusCare and your student account will be assessed the cost of coverage each semester unless you opt-out of coverage. Students must opt-out of coverage at the beginning of each academic year according to instructions available on the CampusCare website, which will also be emailed as the deadline approaches in the fall semester. A number of students elect to obtain individual coverage or are already covered by a family member's policy.

For more information regarding CampusCare enrollment, fees, waivers, and coverage, please see Section IV. CampusCare Coverage or visit their website <https://campuscare.uic.edu/>.

C. CAMPUSCARE COVERAGE QUESTIONS

CampusCare is a student health program that provides healthcare coverage and services for students at the University of Illinois. This is a self-funded program that offers a **low-cost** semester premium and out-of-pocket expenses, while retaining a high quality of care. However, the CampusCare benefit does have tight **restrictions on what providers you are able to see** to receive your healthcare.

To get a better understanding of what is covered by CampusCare, **you should always refer directly to the Certificate of Coverage** provided on the CampusCare website <https://campuscare.uic.edu/certificates-of-coverage/>

The Certificate of Coverage provides details regarding the coverage provided by CampusCare, with a new certificate released each year. The short-and-sweet version of the coverage explanation:

- Non-emergency care must be given by in-network providers (i.e. at UI Health), after receiving CampusCare authorization.
- Visiting your PCP does not require prior authorization.
- Any out-of-network care must be authorized by the CampusCare Medical Director prior to receiving care.

The first thing you should do if you have opted into CampusCare, is to **establish care with a PCP**, as outlined in the above Section I. B. This physician will help you with best practices to receive all necessary care through CampusCare, whether that is with them or through a referral to another healthcare provider.

Any other services, besides PCP visits, will **require prior approval by CampusCare**. CampusCare does not approve non-emergent care after it has been given, approval must be given before care is received.

If you have any questions or concerns about seeking medical services, consult with your PCP or clarify coverage with the CampusCare office. There are many situations that are unique to medical students, so it is not surprising that we are often confused by how we are intended to use the CampusCare benefits system. **When in doubt, ask first.**

Primary Care Provider Contact Information

Family Medicine Center at University Village
722 W. Maxwell St, 2nd Floor
Phone: (312) 996-2901

Pilsen Family Health Center Lower West
1713 S. Ashland Ave.

****Overflow appointments only****

A common, quick, and effective way to communicate with UI providers is through the UI Health Patient portal email system. All these communications are confidential through a secure online server. <https://hospital.uillinois.edu/patients-and-visitors/patient-information/my-ui-health>

CampusCare Contact Information

Student Center West

818 South Wolcott Avenue, 7th Floor

Preferred method of contact is call/email

Website: <https://campuscare.uic.edu/contact-us/>

Email: cchealth@uic.edu

Phone: (312) 996-4915

Extension 1 - Referrals, Pre-authorizations & Admissions

Extension 2 - Claims Issues

Extension 3 - Administrative Issues

II. UIC Health Services

INTRODUCTION

As part of your fees each semester, you are charged a mandatory Student Health Services Fee (SHSF). The UIC Student Health Services Fee covers a limited set of health services that are offered at no additional cost for UIC students enrolled in classes. SHSF covered services are offered at the following locations (addresses, contact information and hours of operation are all located at the end of this section):

- Family Medicine Center at University Village (Maxwell Clinic)
- Pilsen Family Health Center Lower West (**Overflow Appointments only**)
- UI Health Pharmacies (University Village Pharmacy & Taylor Street EEI Pharmacy)
- Counseling Center (Student Services Building)
- Resiliency Center (Psychiatric Institute (PI) Building) – funded by College of Medicine
- Wellness Center (Student Center East)

A. PRIMARY CARE

LOCATION	HOURS	CONTACT INFO
<p>Family Medicine Center at University Village 722 West Maxwell Street, 2nd Floor Chicago, Illinois 60607</p> <p>https://hospital.uillinois.edu/primary-and-specialty-care/family-medicine/student-health</p>	<p>Mon 8:00am - 5:00pm</p> <p>Tues & Thurs 8:00am - 8:00pm</p> <p>Wed 9:30am - 8:00pm</p> <p>Fri 8:00am - 5:00pm</p> <p>Sat 8:30am-12:00pm</p>	<p>Phone: (312) 996-2901</p> <p>Email: UICStudentHealth@uic.edu</p>
<p>Pilsen Family Health Center Lower West 1713 S. Ashland Ave. Chicago, Illinois 60608</p> <p>**Overflow appointments only**</p> <p>https://hospital.uillinois.edu/patients-and-visitors/locations-and-directions/family-medicine-pilsen</p>	<p>Mon - Fri 8:30am - 5:00pm</p>	

All in-person medical care is by appointment only. Same-day appointments, evening, and Saturday appointments are available (see hours above). You can make an appointment by phone or request appointments using the online my UI Health Portal. When making an appointment, **clearly state that you are a medical student.** This will ensure the intake coordinator schedules you with an appropriate provider that will not be involved in your training or evaluation. **Appointments at the Pilsen clinic will only be covered by the Student Health Services Fee when there is limited availability at the Family Medicine Center at University Village.**

Below is a brief outline of included medical services covered by the Student Health Services Fee, which come at no additional cost (no co-pay) to currently enrolled students regardless of insurance coverage, as well as a list of services not covered by this fee. Refer directly to the Student Health Services websites for up-to-date definitive information on coverage and services.

Included Medical Services:

- Care of new acute illnesses (e.g. strep throat, sprained ankle, missed period, UTI, etc.)
- Testing for select sexually transmitted diseases (Chlamydia, Gonorrhea, and HIV only)
- Contraception counseling and prescriptions (pills, patch, ring & Depo shot)
 - Long-acting Reversible Contraception (LARC) and Intrauterine Devices (IUDs) are not covered by the SHSF. **LARCs are often covered by private insurances and Medicaid as well as CampusCare.**
 - For more information see the Contraception Coverage Information PDF at hospital.uillinois.edu/primary-and-specialty-care/family-medicine/student-health
- Nurse visits to review immunizations
 - The cost of immunizations themselves are **not covered**
- Annual wellness visits which include:
 - Blood pressure check
 - Body mass Index (BMI) screening for obesity
 - Breast cancer screening according to age and risk recommendations
 - Exam to collect pap test at recommended intervals
 - the cost of the pap test itself will be billed to the student's insurance
 - Cholesterol screening
 - Health advice and health counseling

Medical Services NOT Covered:

- Immunizations (except Tetanus booster for injuries)
- Care of ongoing chronic diseases (e.g. hypertension, HIV, asthma, etc.)
- Care provided by UI Health providers or clinics other than Family Medicine Center
- Care provided by physicians, clinics, or hospitals outside of UI Health
- Laboratory testing is **NOT** included in the list of covered services
 - Exception: cholesterol, HIV, Gonorrhea/Chlamydia, pregnancy tests, strep culture

Clinical services not covered by the Student Health Services Fee will be billed to the student's insurance (CampusCare or other); Co-pays or other out-of-pocket costs may apply. The patient and/or their insurance plan are financially responsible for services obtained that are not covered under the UIC Student Health Services Fee. Students who receive a bill for any of the above listed services should contact the phone number listed on the billing statement. If there are still questions, students should email UICStudentHealth@uic.edu. For any unexpected bill, it is always best to contact the phone number listed on the billing statement and/or your insurance provider. For more information regarding Billing, please see Section V.

B. PHARMACY SERVICES

LOCATION	HOURS	CONTACT INFO
<p>UI Health University Village Pharmacy 722 West Maxwell Street, 2nd Floor Chicago, IL 60607</p> <p>https://hospital.uillinois.edu/primary-and-specialty-care/pharmacy/locations-hours-and-contact-info/university-village-pharmacy</p> <p>https://hospital.uillinois.edu/primary-and-specialty-care/pharmacy/uic-student-services/faqs-for-uic-students</p>	<p><u>Mon, Tues, Fri:</u> 8:30am - 5:30pm</p> <p><u>Wed:</u> 9:00am - 5:30pm</p> <p><u>Thurs:</u> 8:30am - 7:00pm</p> <p><u>Sat/Sun:</u> Closed</p>	<p><u>Phone:</u> (312) 355-2345</p>
<p>UI Health Taylor Street Pharmacy in Eye & Ear Infirmary 1855 W. Taylor St., 1st floor Chicago, IL 60612</p> <p>https://hospital.uillinois.edu/primary-and-specialty-care/pharmacy/locations-hours-and-contact-info/taylor-street-pharmacy</p>	<p><u>Mon - Fri:</u> 8:30am - 5:15pm</p>	<p><u>Phone:</u> (312) 996-6540</p>

The Student Health Services Fee covers limited medications:

- Some short-term medications prescribed during PCP visits
- Birth Control (Drug list and supply has restrictions)
- \$0 copay per refill

University Village Pharmacy (UVP) is offering mail order prescriptions during the Covid-19 pandemic. Some restrictions apply. Please call UVP pharmacy for up-to-date information at 312-355-2345.

C. COUNSELING CENTER

All Counseling Center records are strictly confidential as protected by law and are not part of the UI Health record keeping system.

The Counseling Center is available as part of the Student Health Services Fee (regardless of insurance carrier or no insurance at all) throughout a student's career at the University of Illinois at Chicago. This office **remains open during term breaks** but is closed for university holidays.

Students can make an appointment at the phone number listed above; **no referral is required**. The Counseling Center offers brief individual and couple's therapy in addition to ongoing group therapy or workshops. The individual sessions are offered on a limited basis, and if the student needs or desires long-term psychotherapy they will be given an external referral. Additional free and fee-for-services resources, are listed under Section III. Additional Resources.

The Counseling Center offers a variety of services to eligible students, such as

- Individual, group, and couple’s therapy
- Mind/body services
- Psychiatry and integrative medicine services
- Outreach services and programming
- Consultations and referrals

More information of the issues commonly addressed through brief individual or group counseling can be found on their website <https://counseling.uic.edu/about-us/scope-of-practice/>

LOCATION	HOURS	CONTACT INFO
<p>Student Services Building 1200 West Harrison Suite 2010 Chicago, Illinois 60607 https://counseling.uic.edu/ <u>Fall 2020 Services updates:</u> https://counseling.uic.edu/counseling-center-fall-2020-services-and-updates/</p>	<p><u>Mon - Fri:</u> 8:00am - 5:00pm (Evening hours also available by appointment) During COVID, first call to set up a telehealth session, talk to a counselor, or ask a question.</p>	<p><u>Phone:</u> (312) 996-3490 <u>Fax:</u> (312)996-7645</p>

MENTAL HEALTH CRISES

If you or someone you know is experiencing a mental health emergency with immediate threat to safety, call 911.

Otherwise if you think this is a mental health crisis:

During normal business hours: Call the counseling center or walk in as soon as possible. You may be scheduled for a crisis consultation or seen by a counselor for an immediate assessment as needed.

Outside business hours: Call the counseling center and press “2” to speak with the after-hours crisis counselor. This counselor is there to listen and help create a plan to maintain your safety. If you are currently under the care of a mental health professional, follow the plan that you and your provider have established for managing crises and contact your provider in the manner as agreed upon.

Crisis Services information can be found at the following link: <https://counseling.uic.edu/crisis-services/>

The link above includes contact information for more individual case needs such as:

- LGBTQIA+ resources
- Military Veterans resources
- Sexual Assault resources
- Domestic Violence resources

D. RESILIENCY CENTER

LOCATION	HOURS	CONTACT INFO
<p>Psychiatric Institute Room 441 1601 W. Taylor Street</p> <p>https://chicago.medicine.uic.edu/education/md-student-services-and-support/resiliency-center/</p>	<p>**During COVID-19** Telehealth and phone appointments available</p>	<p>Phone: (312) 413-1225</p> <p>Email: <u>Resiliency Clinic Director</u> <u>Dr. Jennifer Duffecy</u> jduffecy@uic.edu</p>

The Resiliency Center provides mental health services to UI COM medical and graduate students. **These services are provided by clinicians who do not have any evaluative role for College of Medicine students.** The Resiliency Center is funded by the College of Medicine, and is thus accessible to students, regardless of insurance carrier or lack thereof, throughout a student's career at the University of Illinois at Chicago.

The Resiliency Center provides:

- Support Psychotherapy
- Cognitive Behavioral Therapy (CBT) Psychotherapy
- Medication Management

Students can make an appointment at the phone number or email listed above; **no referral is required.** Students may walk-in or schedule an appointment for in-person or telehealth sessions. **Up to six sessions of individual therapy sessions are offered,** and if the student needs or desires long-term psychotherapy they will be given an external referral. CampusCare students looking to access mental health resources outside of UIC must also obtain a referral from their Family Medicine PCP. Additional free and fee-for-services resources, are listed under Section III. Additional Resources.

E. WELLNESS CENTER

LOCATION	HOURS	CONTACT INFO
Student Center East (SCE) Suite 238 750 S Halsted St. Chicago, Illinois 60607 https://wellnesscenter.uic.edu/	<u>Mon - Fri</u> 8:30am - 5:00pm	<u>Phone:</u> (312) 413-2120

The Wellness Center offers a multitude of services and resources.

- **UIC Pop-Up Pantry:** Founded by the Wellness Center in 2014, is a free resource for registered UIC students experiencing food insecurity due to financial constraints and/or life emergencies. The Pantry offers fresh fruits, vegetables, milk, eggs, and a variety of shelf-stable items, like rice, pasta, and cereal. All items are donated so quantity and availability change week-to-week. During the regular school year, the Pantry is open every Wednesday and Thursday from 1:00pm - 4:00pm and is in Student Center East 750 S. Halsted Street. Please call prior to a first visit to confirm hours and room location. A quick one-time registration is required however during the current Pandemic registration is temporarily suspended. <https://wellnesscenter.uic.edu/resources-and-services/pop-up-pantry/>
- **Homeless Student Assistance:** For students who are couch surfing or living in non-traditional spaces, please reach out to the Wellness Center. The Center consults with students offering referrals, resources, and guidance on how to manage living in non-traditional spaces safely. Based on availability, supplies that address basic needs are offered to students.
- **Wellness Coaching:** Free one-hour sessions that focus on wellness and lifestyle challenges, on issues such as stress management, sleep deprivation, time management, study skills, etc. Students leave Wellness Coaching sessions with concrete and practical solutions that can be immediately implemented. Appointments for those sessions start with a short online form. Sessions will occur by phone or via Zoom as determined by the student.
- **Dear Wellbe:** This new service allows students to ask questions regarding life challenges, issues or stressors that are negatively affecting their academic success or overall well-being. Thoughtful and detailed solutions are written by a wellness health educator who reply through email.
- **Workshops:** The Wellness Center trains approximately 2,000 students a year. These free, zoom exclusive workshops, are available in either 30 or 50-minute sessions to UIC classes or student organizations. Topics focus on concerns that are pertinent to college and life success. The Center also offers the service of creating customized workshops for specially identified topics. Workshop request forms are available on the Wellness Center website.

F. OFFICE OF APPLIED PSYCHOLOGICAL SERVICES*

<https://psch.uic.edu/research-programs/clinical/office-of-applied-psychological-services/>

University of Illinois at Chicago

**1007 West Harrison Street, Behavioral Sciences Building, Room 3011A, M/C 285,
Chicago, Illinois 60607-7137**

Phone: 312.996.2540 x2 to leave a new client voicemail

Fax: 312-413-7841

OAPS is a mental health clinic in the Psychology Department at UIC. OAPS serves the UIC community, including faculty, staff, and students, as well as people living or working in the greater Chicago area. Clinicians at OAPS are advanced graduate students in UIC's Ph.D. Program in Clinical Psychology, which is accredited by the American Psychological Association. Graduate student clinicians are supervised by licensed clinical psychologists.

OAPS offers therapy for adults, children, families, and couples. Fees are set with a sliding scale based on income, and insurance is not accepted. Current UIC students pay \$15/session, but please discuss the fee when you call to schedule if it is a barrier. https://psch.uic.edu/wp-content/uploads/sites/259/2020/07/OAPS_Brochure_20200713.pdf

Therapy is available for a broad range of problems, including depression, anxiety (e.g., O.C.D., panic disorder, social anxiety, separation anxiety, and adjustment difficulties), trauma, substance use difficulties, relationship difficulties, parenting, emotion dysregulation, and personality disorders. OAPS is unable to treat some more serious concerns. However, they will do their best to provide referrals to clinics that would be a better fit for your care.

*This service is provided by the Department of Psychology and not through Student Health. **We serve the people living or working in the greater Chicago area, in addition to faculty, staff, and students in the UIC community.**

III. Additional Resources

A. UNIVERSITY POLICE

LOCATION	HOURS	CONTACT INFO
UIC Police Department 943 W. Maxwell St. Chicago, Illinois 60608 https://police.uic.edu/	24 hours a day 7 days a week 365 days a year	Phone: Emergency: (312) 355-5555 General: (312) 996-2830 TTY: (312) 413-9323 Email: uicpd@uic.edu Website: https://police.uic.edu/contact/

The UIC Police serve both the east and west campuses of UIC, providing essential services to its staff, faculty, students, and other visitors to the campus. This includes the normal roles of police officers, as well as programs and tools to help keep the UIC community safe. Additional services provided by UIC Police include:

- Police or Student Patrol Escorts
 - Accompany clients to their campus destination on foot, call to schedule
 - To schedule a walking escort from the UIC Student Patrol, please call (312) 996-2830
 - <https://police.uic.edu/about-us/division-of-support-services-ia/student-patrol/>
 - <https://police.uic.edu/rides-and-escorts/student-patrol/>
- UIC SAFE mobile app response
 - This app allows students to share their location in real-time and allows direct and easy contact with dispatch and first-responders in case of emergency.
 - <https://ready.uic.edu/digital-materials/uic-safe-mobile-app/>
- Safe Exchange Zone
 - Allow for online-transaction that require an in-person meeting to take place in a safe and monitored environment.
- Self-defense workshops for women
- Bicycle Theft and Registration program
- Electronics Registration program

College of Medicine students with concerns about their interactions with the UIC Police may contact Director of Medical Student Learning Environment, Dr. Tim Lacy (timlacy@uic.edu).

B. ADDITIONAL RESOURCES

INTERNAL RESOURCES: Offered by the University of Illinois at Chicago

NightRide

<https://transportation.uic.edu/night-ride/>

Provides safe and dependable transportation for students, staff, and authorized visitors of UIC to move about within the boundaries of the service area at nighttime hours after all other transportation services have stopped. **You must have your UIC student ID!**

7 days a week, 365 days a year, from 11:00pm - 7:00am

Phone: (312) 996-6800

Book online: <https://ondemand.transloc.com/>

Office of Access and Equity

<https://oae.uic.edu/>

Committed to achieving and maintaining equal opportunity, diversity, inclusiveness, equal access, and equitable treatment throughout UIC. Many different services and accommodations are orchestrated by this office.

Medical Student Disability Services: <https://drc.uic.edu/profiles/gardiner-kimberly/>

Disability Resource Center

<https://drc.uic.edu/>

Transportation accommodations

Phone: (312) 413-2183

Website: <https://transportation.uic.edu/paratransit-service/>

UIC Lost and Found

Building Management receives lost and found items for both campuses. Articles are kept for 30 days.

Student Center East, 1st floor

(312) 413-5100

Student Center West, 1st floor

(312) 413-5200

Student Services Building, 1st floor

(312) 413-5000

EXTERNAL RESOURCES: Offered by entities outside of the University

Mental Health Resources:

Open Path

<https://openpathcollective.org/>

Non-profit that helps people who lack health insurance, or their health insurance has inadequate mental health benefits access affordable in-person care from vetted mental health professional.

Howard Brown Health

<https://howardbrown.org/services/>

LGBTQ+ organization that provides health and social services in throughout the Chicago area.

Appointments: (773) 388-1600

Online Counseling

<https://www.betterhelp.com/>

starting at \$40/week

<https://www.talkspace.com/>

starting at \$65/week

Northwestern Memorial Hospital Outpatient Psychiatry Hotline

(312) 926-8100

National Suicide Prevention Hotline

<https://suicidepreventionlifeline.org/>

Free hotline, available 24 hours a day, 7 days a week, and your call can remain anonymous.

Hotline: (800) 273-8255

Online chat: <https://suicidepreventionlifeline.org/chat/>

The Crisis Text Line

<https://www.crisistextline.org/>

Free crisis counselor texting, available 24 hours a day, 7 days a week.

Text HOME to 741741

Mental Health Association of Greater Chicago

<https://www.mhagcusa.org/index.php>

A non-profit organization working to make mental health a top priority in our schools, healthcare systems, homes, and communities.

Hotline: (800) 209-8114

National Alliance on Mental Illness Chicago

<https://www.namichicago.org/>

NAMI Chicago provides the services needed to support wellness in our community, from lending a listening ear to a concerned family member, to working with individuals long-term connecting to resources for legal and housing assistance.

Hotline: 833-626-4244

Health and Safety Resources:

Chicago Police

<https://home.chicagopolice.org/>

Emergency: 911

Non-emergency: 311

TDD (Emergency Assistance for the Hearing Impaired) (312) 922-1414

Poison Control

Rush-Presbyterian-St. Luke's

Phone: (312) 942-6969

Illinois Poison Control

<https://www.illinoispoisoncenter.org/>

Phone: 1-800-222-1222

Sexual Assault Crisis Line

Phone: (888) 293-2080

Domestic Violence Hotline

Phone: (877) 863-6338

IV. CampusCare Health Benefit Program

As previously stated in Section II. UIC Health Services Fee, **all students must maintain health insurance throughout their student careers.** A number of students enroll in CampusCare, the student health benefit program provided by the University of Illinois.

This section will:

- Outline the procedures for enrollment
- How to opt out of coverage
- How to establish care
- Guide you through best practices to use CampusCare

LOCATION	HOURS	CONTACT INFO
Student Resident Hall (SRH) attached to Student Center West (SCW) 818 S. Wolcott Ave., 7th floor Chicago, IL 60612 https://campuscare.uic.edu/	Mon - Fri 8:30am - 4:30pm	Phone: (312) 996-4915 Email: cchealth@uic.edu Website: https://campuscare.uic.edu/contact-us/

The first thing you should do is establish care with a Primary Care Provider (PCP). This PCP will be your advocate in navigating the healthcare systems utilized by our college. You do not need to always see the same PCP, but it will help you to streamline your care. Your PCP can help you with basic healthcare services and will provide you referrals for other services covered by your CampusCare.

LOCATION	HOURS	CONTACT INFO
Family Medicine Center at University Village 722 West Maxwell Street, 2nd Floor Chicago, Illinois 60607 https://hospital.uillinois.edu/primary-and-specialty-care/family-medicine/student-health	Mon 8:00am - 5:00pm Tues & Thurs 8:00am - 8:00pm Wed 9:30am - 8:00pm Fri 8:00am - 5:00pm Sat 8:30am - 12:00pm	Phone: (312) 996-2901 Email: UICStudentHealth@uic.edu

Pilsen Family Health Center Lower West 1713 S. Ashland Ave. Chicago, Illinois 60608 **Overflow appointments only** https://hospital.uillinois.edu/patients-and-visitors/locations-and-directions/family-medicine-pilsen	<u>Mon - Fri</u> 8:30am - 5:00pm	
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A. ENROLLMENT & OPTING OUT OF COVERAGE

2020-2021 Enrollment and Waiver Dates

<u>Semester</u>	<u>Coverage starts</u>	<u>Coverage ends</u>	<u>Deadline dates</u>
Fall term	8/16/2020	12/31/2020	09/12/2020
Spring term	1/1/2021	5/16/2021	2/7/2021
Summer term	5/17/2021	8/15/2021	5/31/2021

All relevant forms, paperwork, important dates, contact info and coverage information can be found on the CampusCare website. <https://campuscare.uic.edu/dates-fees/>

Students are **automatically enrolled** in CampusCare and your student account will be assessed the cost of coverage each semester, **unless you opt-out of coverage**; a number of students elect to obtain individual coverage or are already covered by a family member's policy.

Those who have alternative insurance coverage and **do not** want CampusCare **must** submit an online waiver form. An approved waiver is good for one academic year and will need to be resubmitted prior to the Fall deadline date in order to continue to waive the fee. **This waiver must be submitted at the start of each academic year (Fall semester) prior to the deadline.** If you miss a waiver deadline for a semester, you will be assessed the CampusCare fee; however, you can waive out for the following semester in the same academic year.

A student enrolled in CampusCare may **enroll spouses and/or dependents** in the CampusCare program, provided the requested documentation is received via the online form to CampusCare by the enrollment period deadline date. Spousal and dependent coverage will be outlined in more detail in a Section IV. C.

Students covered by CampusCare can generally use their UIC student ID as their insurance card. A CampusCare insurance card may also be printed from the website.

B. CERTIFICATE OF COVERAGE

The Certificate of Coverage provides details regarding the coverage provided by CampusCare, with a new certificate released each year on 8/1.

The Certificate of Coverage can be accessed through the CampusCare website.

<https://campuscare.uic.edu/certificates-of-coverage/>

Before receiving any medical service (except for medical emergencies, see Section IV. E.), students with CampusCare must contact their Primary Care Provider (PCP) at Family Medicine.

A referral and approved authorization number is always necessary for specialty care. If not authorized, the visit will not be covered, and you will be responsible for 100% of the bill. **There are no retroactive referrals authorized.** If you choose to receive care outside of UI Health, you could be responsible for your entire bill. CampusCare is authorized to deny services outside the covered services defined by the Certificate of Coverage and that are not a true life-threatening medical emergency.

Further information included in the Certificate of Coverage:

- Summary of Benefits and the Cost of Services
- Covered Services
- Limitations and exclusions for services provided
- Definitions of various services
- Eligibility and Enrollment
- Premium rates (charged to your student account when enrolled)
- Appeal procedures
- How to file a claim
- Transgender healthcare policy
- A list of birth control options covered

C. DEPENDENT AND SPOUSAL COVERAGE

Complete definitions of spousal and dependent coverage for CampusCare are outlined in the Certificate of Coverage (see Section IV. B.). The addition of a spouse and/or dependent(s) changes coverage from **individual to family coverage**. This terminology is used throughout the relevant portions of the Certificate of Coverage but does not change the benefit structure provided by CampusCare. This section will explain best practices for enrolling dependents and spouses in CampusCare and how their coverage is slightly different than that of the medical student.

Enrollment

Enrollment of a spouse or dependent must follow the same deadlines as those set forth for the medical student (see Section IV. A.). This means that a CampusCare eligible student should complete and submit the “Add/Drop Dependents” form within the enrollment period at the beginning of the term. Once enrolled, the dependent will maintain coverage so long as the medical student maintains school enrollment and eligibility. This coverage will continue until the student

graduates, does not enroll for a semester (other than summer), or until a “Drop Dependent” form is completed and submitted.

Medical students may change from individual to family coverage or add additional dependents after the enrollment deadline by submitting the “Add Dependents” form, additional required documents, and paying the premium in the following circumstances:

- New spouse is added within 31 days of marriage or civil union partnership.
- Eligible children of the new spouse are added within 31 days of marriage or civil union partnership.
- A newborn is added within 31 days of birth.
- An adopted child (or pending finalization of legal adoption) is added within 31 days of legal adoption.
- A child pending finalization of legal adoption is added within 31 days of filing legal documentation.

Additional Required Documentation

Spouse: Marriage certificate or Civil Union Partnership certificate

Dependents: (must be under 26 years old): birth certificate or legal adoption documents

Coverage

The dependent(s) or spouse that receives CampusCare will have the same coverage as the medical student, as is outlined in the Certificate of Coverage. The primary difference in coverage for the dependent(s) is services for the medical student which are covered by the Student Health Services Fee will instead be covered by CampusCare for the dependent. Since the dependent(s) are not an enrolled student of the college, they are not assessed a Student Health Services Fee; many essential medical procedures are covered by that student fee, and so these services are instead covered by CampusCare for the dependent(s).

D. PHARMACY SERVICES

CampusCare Chicago Pharmacies - In-Network

LOCATION	HOURS	CONTACT INFO
<p>UI Health University Village Pharmacy 722 West Maxwell Street, 2nd Floor Chicago, IL 60607</p> <p>https://hospital.uillinois.edu/primary-and-specialty-care/pharmacy/locations-hours-and-contact-info/university-village-pharmacy</p> <p>https://campuscare.uic.edu/covid-19-information/</p>	<p><u>Mon, Tues, Fri:</u> 8:30am - 5:30pm</p> <p><u>Wed:</u> 9:00am - 5:30pm</p> <p><u>Thurs:</u> 8:30am - 7:00pm</p> <p><u>Sat/Sun:</u> Closed</p>	<p><u>Phone:</u> (312) 355-2345</p>

<p>UI Health Taylor Street Pharmacy in Eye & Ear Infirmary 1855 W. Taylor St., 1st floor Chicago, IL 60612</p> <p>https://hospital.uillinois.edu/primary-and-specialty-care/pharmacy/locations-hours-and-contact-info/taylor-street-pharmacy</p>	<p><u>Mon - Fri:</u> 8:30am - 5:15pm</p>	<p><u>Phone:</u> (312) 996-6540</p>
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CampusCare members may get prescriptions filled at the in-network pharmacies outlined above. Students not on CampusCare may also fill prescriptions at these locations in accordance with their insurance coverage. There are additional in-network pharmacies in Rockford and Peoria not listed here that may be found on the CampusCare website.

<https://campuscare.uic.edu/pharmacy/>

CampusCare members also have access to any external pharmacy. If prescriptions are filled at these out-of-network locations, the member must pay the full amount for the prescription upfront and mail in an external pharmacy reimbursement request. The member will be responsible for the prescription co-pay as described in the current CampusCare formulary (link below). The following documentation must be included in the reimbursement request:

- Cover letter requesting reimbursement
- Original Receipts
- Pharmacy Identification sheet

External pharmacy reimbursement request documents can be mailed to:

CampusCare
PO Box 8030
Westchester, IL 60154

If there are any issues or further questions on pharmacy claims or reimbursement requests, contact the CampusCare Claims department (see contact info at the start of Section IV.).

The prescriptions covered by CampusCare and their associated cost are outlined in the CampusCare formulary. Any medication not listed on the formulary will have a different payment structure as outlined below so long as they do not fall under the exclusions listed in the Certificate of Coverage.

The CampusCare Formulary can be found at: <https://campuscare.uic.edu/pharmacy/>

University Village Pharmacy (UVP) is offering mail order prescriptions during the Covid-19 pandemic. Some restrictions apply. Please call UVP pharmacy for up-to-date information at 312-355-2345.

CampusCare Prescription Drug Cost Structure

Prescription Type	Coverage	Co-pay
Generic	100%	\$10
Brand	100%	\$20
Non-formulary	90%	\$40 plus 10% co-insurance

E. EMERGENCY SERVICES PROTOCOLS

Emergency services do not require prior authorization from CampusCare. When possible, it is highly recommended that students seek care from in-network Emergency Rooms. Urgent Care facilities are not covered by CampusCare, and services rendered at an Urgent Care facility will not be authorized or reimbursed by CampusCare. The only exception for which Urgent Care facilities may be used is after occupational exposure to blood or bodily fluids by a needle-stick.

If you choose to receive care outside of UI Health, you could be responsible for your entire bill. CampusCare can deny any service that is not deemed **A TRUE LIFE-THREATENING MEDICAL EMERGENCY.**

Definition of a Life-threatening Emergency

The Certificate of Coverage provided by CampusCare defines a medical emergency as “a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that a prudent layperson, who possesses an average knowledge of health and medicine, could reasonably expect the absence of immediate medical attention to result in a condition described in clause (i), (ii), or (iii) of section 1867(e) (1) (A) of the Social Security Act.”

This is not the easiest thing to interpret, but this is standard language used by insurance companies. The cited material from above (clause (i), (ii), or (iii) of section 1867(e) (1) (A) of the Social Security Act) is included here to clarify that which should be covered:

- (A) A medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that the absence of immediate medical attention could reasonably be expected to result in—
 - (i) Placing the health of the individual (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy,
 - (ii) Serious impairment to bodily functions, or
 - (iii) Serious dysfunction of any bodily organ or part; or
- (B) With respect to a pregnant woman who is having contractions—
 - (i) That there is inadequate time for safe transfer to another hospital before delivery, or
 - (ii) That transfer may pose a threat to the health or safety of the woman or unborn child.

Here we have provided a link of the cited section 1867 of the Social Security Act https://www.ssa.gov/OP_Home/ssact/title18/1867.htm

Cost of emergency services

In-network locations

Primary ER locations 100% coverage by CampusCare minus a \$50 co-pay
Secondary ER locations 100% coverage by CampusCare minus a \$50 co-pay
*except for services provided by independent contractors within these ERs. These services will be covered as outlined in the out-of-network pay structure.

Out-of-network locations

All other ER locations 70% total bill (minus co-pay) covered by CampusCare
\$50 co-pay + 30% total bill (minus co-pay) covered by student
*This is something called Usual and Customary (U/C) charges. See the CampusCare Certificate of Coverage definitions section for more details.

CampusCare Emergency Rooms - Primary In-Network Locations

LOCATION	HOURS	CONTACT INFO
University of Illinois Hospital Emergency Room 1740 West Taylor Street Chicago, Illinois 60612	24 hours a day 7 days a week 365 days a year	Phone: (312) 996-7296
Javon Bea Hospital-Rockton Emergency Room 2400 North Rockton Avenue Rockford, Illinois 61103	24 hours a day 7 days a week 365 days a year	Phone: (815) 971-5000
Javon Bea Hospital-Riverside Emergency Room 8201 E. Riverside Boulevard Rockford, Illinois 61104	24 hours a day 7 days a week 365 days a year	Phone: (815) 971-7000
Unity Point Health Methodist Emergency Room 221 North East Glen Oaks Avenue Peoria, Illinois 61636	24 hours a day 7 days a week 365 days a year	Phone: (309) 672-5522

There are **secondary facilities** that will also be covered by CampusCare if a beneficiary receives care at these locations. **However, please be cautious when seeking care at these facilities!** Hospitals often employ independent contractors in the Emergency Departments, which would be excluded from the network benefits described in the CampusCare Certificate of Coverage. All services received from independent contractors, at secondary facilities, will be processed as Out of Network at 100% of Usual & Customary plus applicable co-payments.

CampusCare Emergency Rooms - Secondary Facilities

LOCATION	HOURS	CONTACT INFO
<p>Advocate Christ Medical Center Emergency Room 4440 W. 95th St. Oak Lawn, Illinois 60453</p>	<p>24 hours a day 7 days a week 365 days a year</p>	<p><u>Phone:</u> (708) 684-8000</p>
<p>Advocate Condell Medical Center Emergency Room 801 S. Milwaukee Ave. Libertyville, Illinois 60048</p>	<p>24 hours a day 7 days a week 365 days a year</p>	<p><u>Phone:</u> (847) 362-2900</p>
<p>Advocate Good Samaritan Hospital Emergency Room 3815 Highland Ave. Downers Grove, Illinois 60515</p>	<p>24 hours a day 7 days a week 365 days a year</p>	<p><u>Phone:</u> (630) 275-5900</p>
<p>Advocate Good Shepherd Hospital Emergency Room 450 Illinois 22 Barrington, Illinois 60010</p>	<p>24 hours a day 7 days a week 365 days a year</p>	<p><u>Phone:</u> (847) 381-9600</p>
<p>Advocate Illinois Masonic Medical Center Emergency Room 836 W. Wellington Ave. Chicago, Illinois 60657</p>	<p>24 hours a day 7 days a week 365 days a year</p>	<p><u>Phone:</u> (773) 975-1600</p>
<p>Advocate Lutheran General Hospital Emergency Room 1775 Dempster St. Park Ridge, Illinois 60068</p>	<p>24 hours a day 7 days a week 365 days a year</p>	<p><u>Phone:</u> (847) 723-2210</p>
<p>Advocate South Suburban Hospital Emergency Room 17800 S. Kedzie Ave. Hazel Crest, Illinois 60429</p>	<p>24 hours a day 7 days a week 365 days a year</p>	<p><u>Phone:</u> (708) 799-8000</p>
<p>Advocate Trinity Hospital Emergency Room 2320 E. 93rd St. Chicago, Illinois 60617</p>	<p>24 hours a day 7 days a week 365 days a year</p>	<p><u>Phone:</u> (773) 967-2000</p>

F. WOMEN'S HEALTH SERVICES PROTOCOLS

Women's health services may be obtained from PCPs at the Family Medicine Center at University Village or the Pilsen Family Health Center. The **specific circumstances** where women may instead elect to go to an Obstetrics/Gynecology (Ob/Gyn) physician, for which **you will not be required** to first get a referral from your PCP, are outlined below. Ob/Gyn services are provided at the Center for Women's Health at University Village or the Pilsen Family Health Center. The Center for Women's Health at University Village or Pilsen Family Health are separate clinics from the Family Medicine Center.

CampusCare covers IUD and LARC devices. The Student Health Service Fee covers the insertion and removal of the device; therefore, students must go to Family Medicine for this service. The following models are available: Skyla, Mirena, Paragard, and Nexplanon.

Obstetrics/Gynecology Physicians

- Routine gynecological care, i.e. annual exams

Family Medicine PCPs

- Contraception
- Pregnancy tests
- Abortion
- New pregnancy exam
- Routine gynecological annual exams
- Prenatal care
- Breast cancer screening
- Acute infections
- Sexually transmitted disease (STD) tests

If the medical condition cannot be addressed in family medicine or the patient prefers to see an Ob/Gyn, your PCP will make the appropriate referral to an Ob/Gyn physician. If you have any doubt about what services are covered and who you can make an appointment with, please contact CampusCare. When making an appointment, be **clear that you are a medical student**. This will ensure that the intake coordinator schedules you with an appropriate provider that will not be involved in your training or evaluation.

LOCATION	HOURS	CONTACT INFO
Family Medicine Center at University Village 722 West Maxwell Street, 2nd Floor Chicago, Illinois 60607 https://hospital.uillinois.edu/primary-and-specialty-care/family-medicine/student-health	Mon 8:00am - 5:00pm Tues & Thurs 8:00am - 8:00pm Wed 9:30am - 8:00pm Fri 8:00am - 5:00pm Sat 8:30am - 12:00pm	Phone: (312) 996-2901
Center for Women's Health at University Village 722 West Maxwell Street, 2nd Floor Chicago, Illinois 60607 https://hospital.uillinois.edu/primary-and-specialty-care/womens-health	Mon 1:00pm - 4:00pm Wed 8:30am - 4:00pm Thurs 8:30am - 12:00pm	

Women's Health at the Pilsen Family Health Center 1713 S. Ashland Ave. Chicago, Illinois 60608 https://hospital.uillinois.edu/patients-and-visitors/locations-and-directions/family-medicine-pilsen	Mon - Fri 8:30am - 5:00pm **Overflow appointments only**	
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G. MENTAL HEALTH SERVICES PROTOCOLS

LOCATION	HOURS	CONTACT INFO
Neuropsychiatric Institute 912 South Wood Street Chicago, Illinois 60612 https://www.psych.uic.edu/clinical	Mon - Fri: 9:00am - 5:00pm	Phone: (312) 996-2200 Website: https://www.psych.uic.edu/contact/dept_contact

Students seeking mental health treatment at NPI must first make an appointment with their PCP at the Family Medicine clinic. If additional care is required, students will be referred to the Illinois Neuropsychiatric Institute (NPI). When making an appointment, **be clear that you are a medical student.** This will ensure that the intake coordinator schedules you with an appropriate provider that will not be involved in your training or evaluation. Services will be covered by Campus Care at 100% minus \$50/day for inpatient treatment and \$15/visit for outpatient treatment.

Students may feel concerned about receiving care at NPI from a provider who does or may in the future supervise them in their studies or research. To receive treatment outside of NPI, students may request a referral for out-of-network mental health care from their PCP. **Make sure that the PCP notes you are a medical student in this referral.** This referral will then be sent to the CampusCare Medical Director, Dr. Johnson, for authorization approval. Please do not contact the Medical Director directly for this approval. A single referral and authorization will secure a specific number of visits, most often 6 sessions will be approved at a time. Always be sure to keep track of the amount of approved appointments and when you will need to request an additional referral from your PCP. Once the referral has been approved, the PCP or CampusCare Medical Director will provide the contact information and procedure to follow to schedule your appointment. Students may receive treatment with either an external, pre-authorized provider or one of the external, contracted providers. For these services, the expected cost remains the same as the in-network rates.

Additionally, counseling services are also available at the Counseling Center (see Section II. C.) and the Resiliency Center (see Section II. D.). The Counseling and Resiliency Centers offer Individual therapy sessions on a limited basis, and if the student needs or desires long-term psychotherapy they will be given a referral. CampusCare students must also receive a referral from their PCP to access mental health resources at NPI or outside of UIC. **Additional free and fee-for-services resources, are listed in Section III. Additional Resources.**

MENTAL HEALTH CRISES

If you or someone you know is experiencing a mental health emergency with immediate threat to safety, call 911.

Otherwise if you think this is a mental health crisis:

During normal business hours: Call the Counseling Center or walk in as soon as possible. You may be scheduled for a crisis consultation or seen by a counselor for an immediate assessment as needed.

Outside business hours: Call the Counseling Center and press “2” to speak with the after-hours crisis counselor. This counselor is there to listen and help create a plan to maintain your safety. If you are currently under the care of a mental health professional, follow the plan that you and your provider have established for managing crises and contact your provider in the manner as agreed upon.

Crisis Services information can be found at the following link:

<https://counseling.uic.edu/crisis-services/>

This link includes contact information for more individual case needs such as:

- LGBTQIA+ resources
- Military Veterans resources
- Sexual Assault resources
- Domestic Violence resources

H. DENTAL CARE

Students enrolled in CampusCare have access to a dental care discount program through United Health Programs. See the CampusCare Benefits > Dental website for more information.

<https://campuscare.uic.edu/discounted-dental-program-offered-through-united-health-programs/>

There are specific circumstances under which oral surgery is covered by CampusCare. Please see Appendix C of the Certificate of Coverage for complete information on situations in which oral surgery will be covered by this student benefit.

I. VISION CARE

LOCATION	HOURS	CONTACT INFO
Millennium Park Eye Center 30 N. Michigan Ave. Suite 410 Chicago, Illinois 60602 http://www.millenniumparkeyecenter.com/	Mon - Fri: 9:00am - 5:00pm	Phone: (312) 996-2020

Illinois Eye & Ear Infirmary 1855 W. Taylor St. Chicago, IL 60612 https://hospital.uillinois.edu/patients-and-visitors/locations-and-directions/ear-and-eye-infirmary	Mon - Fri: 8:30am - 5:00pm	Phone: (312) 335-2915
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Students enrolled in CampusCare have access to an annual routine eye examination through Millennium Park Eye Center or Illinois Eye & Ear Infirmary. No referral is necessary for routine annual visits, and there is no co-pay. CampusCare does not cover expenses for frames, lenses, or contact lenses eyewear. Please see the CampusCare website for in-network providers through United Health Programs for a discount on your glasses or contacts:

<https://campuscare.uic.edu/discounted-vision-program-offered-through-united-health-programs/>

J. CAMPUSCARE COVERAGE ON AWAY-ROTATIONS

There is very little that CampusCare covers while on your away rotation and distant from their contracted facilities. **Therefore, it is pivotal for you to establish care with a PCP at Family Medicine so that you may contact them for any necessary healthcare services.** You will be able to get prescription refills, as these can be filled at any pharmacy and submitted for reimbursement. If you are having an emergency or urgent need requiring care/prescriptions/etc., please consult Section IV. E. Emergency Care Services.

Some hospitals may offer insurance coverage for abbreviated periods, but this often comes at a high cost. Please consult with your PCP before leaving so that you can establish a care plan while you are away.

Away Rotations and Care outside of Chicago - In-network locations

	LOCATION	HOURS	CONTACT INFO
Chicago	Family Medicine Center at University Village 722 West Maxwell Street, 2nd Floor Chicago, Illinois 60607	Mon 8:00am - 5:00pm Tues & Thurs 8:00am - 9:00pm Wed 9:30am - 8:00pm Fri 7:00am - 5:00pm Sat 8:30am - 12:00pm	Phone: (312) 996-2901 Email: UICStudentHealth@uic.edu
	Pilsen Family Health Center 1713 S. Ashland Ave. Chicago, Illinois 60608	Mon - Fri 8:30am - 5:00pm	**Overflow appointments only**

Rockford	University Medical Services Parkview 1601 Parkview Ave. Room N124 Rockford, Illinois 61107	<u>Mon - Fri:</u> 8:30am - 5:00pm	<u>Phone:</u> (815) 395-5870
	University Family Health Center 1221 E. State St. Rockford, Illinois 61104		<u>Phone:</u> (815) 972-1000
Peoria	UnityPoint Clinic Family Medicine UICOMP 815 Main St. Suite A Peoria IL 61602		<u>Phone:</u> (309) 672-4977

V. Billing

Medical bills are a complicated thing, and they become especially complicated when you are receiving partial coverage from various student fees and insurance providers. The UI Health system often sends separate bills for provider services, hospital services, and laboratory tests.

UI Health Patient Portal

This is a free and secure online tool for you to view medical records and communicate with your healthcare providers. You can set up your account at your next appointment with UI Health, or you can use self-enrollment online using your Medical Record Number or an email address the hospital already has affiliated with your file. More information can be found at the link below and any remaining questions can be resolved by calling (877) 621-8014.

<https://hospital.uillinois.edu/patients-and-visitors/patient-information/my-ui-health/how-to-start-your-my-ui-health-account>

Do not send any private health information via personal or university email.

While Bill pay is an option for Chicago UI Health systems locations, many bills assessed through CampusCare coverage will not show up on this portal. You will instead receive your bill in the mail. This can often take months at a time. For this reason, always be sure your address on file with UI Health is up to date.

Bill Pay

Once you receive your bill, you can pay through multiple avenues outlined on the bill and below.

Online: <https://hospital.uillinois.edu/>

Go to the link and click on Pay a Bill.

You will need to know your Guarantor Number, and the full 10-digit zip code affiliated with your account, both can be found on your bill.

By Phone: (312) 996-1000

This is your best option if you have a billing question, have lost your bill, or are not sure of the needed information for online payment. Customer service hours are Mon-Fri, 8:30am - 4:30pm.

By Mail:

Complete the detachable coupon on your bill for partial or complete payment using the credit card information you provide. Return address is included on this coupon.

Claims

For any questions regarding your services, bill or a claim should be directed to your insurance provider or the healthcare facility which rendered your services. The contact information for the CampusCare student benefit can be found at the beginning of Section IV.

All CampusCare billing, medical, and pharmacy claims should be mailed to:

CampusCare
PO Box 8030
Westchester, IL 60154

VI. Occupational Exposure

Exposures to blood or body fluids that occur as a result of needle-sticks, cuts, splashes, or sprays that occur on assignment (IPC, ECM or M3/M4 clerkships) could result in transmission of blood-borne diseases, such as Hepatitis B, Hepatitis C, or HIV. Immediate Care should be taken to ensure your safety and the safety of your patients. In the event of an exposure use the following procedures:

In the event of an exposure use the following procedures:

- Wash the site immediately and thoroughly with soap and water to remove any potentially infectious fluid and tissue. Flush mucous membranes with water.
- Report your exposure to the appropriate authorities at the site hospital: ward team physicians, resident on call, charge nurse or nursing supervisor, or a University Health Services representative. **Be sure to note the insurance coverage information in A and B below, and the Site Contact List for Occupational Exposures for reporting specifics to mitigate the chance of incurring out of pocket hospital bills.**
- **If exposure to any blood/body fluid or tissue occurs, a clinical evaluation should be obtained immediately.** The evaluation should include drawing of blood samples from both the patient and the student. Possible therapies may include antibiotics, Hepatitis B vaccine, Hepatitis B Immune Globulin, or antiretroviral therapy.
- Complete **incident report form** and submit it to the Assistant Dean of Student Affairs within one week of exposure.
- Follow-up within a week to confirm that all blood tests have been reviewed, appropriate treatment is in place, and arrangements have been made for any additional diagnostic testing.

Students who have Campus Care insurance coverage:

Campus Care has adopted the policy that all exposures to blood or body fluids that occur because of a needle-stick, puncture, cut, or spray injury are defined as a true, life-threatening medical emergency. In the event of such an emergency, the student should proceed to the nearest Employee Health Office or Emergency Room (see site-specific chart for details) for treatment, preferably the one at the medical center where the incident occurred. **The student or someone on the student's behalf is required to notify the Department of Family Medicine at 312-996-2901 within 24 hours of receiving care to approve urgent services for Campus Care coverage.** Such notification does not guarantee that Campus Care will be responsible for the incurred charges. The determination as to whether the condition meets Emergency Care guidelines is made by the Medical Director of Campus Care or their designee. <http://campuscare.uic.edu/in-network-hospitals-for-emergency-room-visits-only/> if questions or concerns arise after reporting the incident to the Department of Family Medicine, students may call Campus Care directly at 312-996-4915.

Note: An exposure must be billed as an injury. If you have any occupational exposure to bodily fluids immediately notify the doctor/team you are working with of the incident and that you need to seek medical attention right away. Go to: <https://chicago.medicine.uic.edu/education/md-student-services-and-support/student-affairs-office/emergency-infomation/> to get information on where to go for immediate evaluation. If you have any questions, go to the nearest emergency room.

Students who do NOT have Campus Care but have a different health insurance policy:

It is strongly recommended that students contact their insurance provider **BEFORE** beginning clinical rotations to find out about their coverage and how to proceed if an incident occurs.

These types of exposures are generally considered injuries.

For distant sites, there may be substantial advantages to receiving evaluation and treatment on-site: immediate access, ease in handling source blood, faster test results, and on-site follow-up care. Students may be required to pay for care provided at the site where the exposure occurred.

Site Contact List for Occupational Exposures to Blood or Body Fluids

**NEED TO BE REPORTED IN 24 HOURS
OR INSURANCE MAY NOT COVER PAYMENT**

Note: In most cases, payment for an ER visit is based on the guidelines of the student's own health insurance OR campus care. Students are not covered by Workers' Compensation. Please visit the campus care website for in-network hospitals for emergency room only - <http://campuscare.uic.edu/in-network-hospitals-for-emergency-room-visits-only/>

<p>Advocate Christ Medical Center</p> <p>1. Go to ER, using own insurance 2. If questions, contact Employee Health, Terri Wright: 708-684-4353. Employee Health Main: 708-684-5333; from inside hospital dial 41 + 5333</p> <p>In-Network Hospitals for Emergency Room ONLY</p>	<p>Mount Sinai Hospital of Chicago</p> <p>1500 S. California Avenue Chicago, IL60608</p> <p>1. Go to ER first 2. Follow-up with Employee Health, office phone: 773-257-5999. Dawn Laurin, RN, 773-257-6916 or Anna Juarex, 773-257-5999.</p>
<p>John H. Stroger, Jr. Hospital</p> <p>1. Go to Employee Health Service if M-F 8:00am to 3:00pm. Irene Stacks, RN; 312-864-1970 2. After hours: Go to ER on 1st floor at Stroger Hospital. Follow-up with Employee Health after treatment.</p>	<p>Advocate Illinois Masonic Medical Center</p> <p>1. Go to Employee Health, Marcie Sweeney, 773-296-5486; M-F, 7:00 am - 4:00 pm 2. After hours: Go to ER</p> <p>In-Network Hospitals for Emergency Room ONLY</p>
<p>Hinsdale Hospital 119 N. Oak, Tupper Hall, 1st Floor</p> <p>1. Let supervisor know. Go to ER for evaluation, using own insurance 2. After hours: Go to ER 3. Employee Health Service M-F 7:00am-3:30pm; Mary Bragagnolo, RN. 630-856-7342</p>	<p>Resurrection Medical Center 7447 W. Talcott Rd. Chicago, IL 60631</p> <p>1. Go to ER first; will be charged for ER visit but not for tests or follow-up 2. Follow-up with Employee Health, 773-990-7624, M-F 7:30 am-4:00 pm; Cheryl Dusenbery, RN or Carla Casia</p>

<p>Advocate Lutheran General Hospital 1775 Dempster St, East Pavilion-1st Fl, Rm 128Park Ridge, IL 60068</p> <p>1. Go to Employee Health Weekdays 7:00 AM – 4:30 PM, Alexander Callejo, 847-723-2380 2. After hours: Go to ER</p>	<p>St. Francis Hospital 355 Ridge Ave. Evanston, IL</p> <p>1. Go to ER first, using your own insurance 2. Follow-up with Employee Health, Nancy Miller, RN, 847-316-6260, M-F 7:30 am-4:00 pm</p>
<p>MacNeal Hospital 3249 S. Oak Park Avenue Berwyn, IL 60402</p> <p>1. Go to Employee Health, Julie Denson, RN, 708-783-3427 M-F 7:30 – 3:35pm. 2. After hours: Go to ER, using own insurance</p>	<p>St. Joseph Hospital 2900 Lake Shore Dr. Chicago, IL 60657 ER: 773-665-3086</p> <p>1. Go to ER first, using own insurance 2. Follow up at Employee Health: 773-665-3134, M-F 7:30 am-4:00 pm, Dawn Palella, RN</p>
<p>Mercy Hospital & Medical Center 2525 S. Michigan, Chicago, IL 60616</p> <p>1. Go to ER first 2. Then go to MercyWorks Dearborn for follow-up. Contact Jackie Elzy, RN, 312-567-2781, or Kim Sapolski, RN 312- 567-2319 if questions.</p>	<p>University of Illinois Hospital and Jesse Brown Veterans Administration</p> <p>1. Go to University Health Services, 835 S. Wolcott Ave., E144 MSB, Chicago, IL 60612, 312-996-7420; Open 7:00 am-4:00 pm Mon, Tues, Thurs, Fri; Open 7:00 am-3:00 pm Wed, Rebecca Mischak 2. After hours: Go to ER</p>

VII. Immunizations

Immunization records should be uploaded onto CastleBranch, a third-party software approved by the University of Illinois College of Medicine to manage student immunization records. Students accepted and confirmed into the University of Illinois College of Medicine are responsible for setting up and maintaining a CastleBranch account. The software then monitors immunizations' compliance and expirations for the COM based on requirements submitted by the college.

<https://mycb.castlebranch.com/>

For new medical students (pre-enrollment):

Immunization requirements are managed by the University of Illinois College of Medicine Office of Admissions. M1 students receive clinical exposure during Phase 1 DoCs courses, so these requirements must be met prior to the start of medical school. Nurse Irene monitors the satisfaction of these requirements for incoming students. Any questions for new students pertaining to CastleBranch setup or immunization requirements should be directed to the Office of Admissions.

CastleBranch Setup: Students should receive instructions from the Office of Admissions on how to setup CastleBranch through their online portal using a Chicago specific access code.

Immunizations Requirements: All immunizations and titers must be submitted prior to the start of medical school, by the designated deadline. The following are required:

- Measles, Mumps & Rubella (MMR). *2 vaccinations AND a positive antibody titer for each.*
- Varicella/Chicken Pox. *Positive antibody titer.*
- Hepatitis B. *3 vaccinations AND a positive antibody titer.*
- Tetanus, Diphtheria & Pertussis (Tdap/Tdap booster). *Must be current (exp. every 10 years if it expires an updated shot must be completed).*
- Tuberculosis test. *2-step PPD skin test or Quantiferon blood test. Completed every year.*
 - If test is positive, a chest X-ray is required.
- Polio. *Childhood or adult series of vaccinations.*
- Influenza shot. *Yearly shot required.*
- OSHA training. *Certificate of completion.*
- Blood borne Pathogens. *Certificate of completion.*
- HIPAA training. *Certificate of completion. Renewed training annually.*
- CPR/BLS training. *Certificate of completion (Done before the start of the clinical years and is good for two years. Students who take LOAs or extended time will need to update this before graduation.*
- Respirator Fit. *Test results and assigned mask sizing.*
- Proof of health insurance. *Insurance ID card, annual renewal.*
- 10-panel drug test. *Negative-result, annual renewal (Some affiliate clinical sites consider the drug screen an annual requirement or can request a student be tested, so it is possible a student will need to be re-tested for clinical activity while in medical school. In addition, any student returning from a Leave of Absence will have to be retested).*

For all other medical students (post-enrollment):

It is the professional responsibility of the **student** to complete and maintain all compliance requirements. Annual updates must be uploaded to CastleBranch, or you will not be in compliance with the medical school policy. It is important to note that **some affiliate sites may require additional clearance steps or re-testing** (fingerprinting, background check, etc.). Any questions should be directed to the Office of the Registrar. Requirements to be completed yearly include:

- Tuberculosis test. *2-step PPD skin test or Quantiferon blood test. Completed every year.*
 - If test is positive, a chest X-ray is required.
- Influenza shot. *Yearly shot required.*
- HIPAA training. *Certificate of completion. Renewed training annually.*
- Proof of health insurance. *Insurance ID card, annual renewal.*
- 10-panel drug test. *Negative-result, annual renewal.*

Quick Tips:

- CampusCare and the Student Health Services Fee **DO NOT COVER IMMUNIZATIONS** that are associated with school requirements at matriculation or for clinical sites.
- Lab tests to assess immune titers are not covered by CampusCare or the Student Health Services Fee.
- Completing your titers and immunizations while on personal insurance is often a cheaper option.
- The yearly TB test can be completed with a blood draw (quantiferon) or using the scratch test method. The prior is quicker and does not require a return visit but may be more costly.
 - The TB scratch test is covered by the Student Health Services Fee. This can be used only twice during your tenure at the COM for annual TB exposure testing.

Contact information for questions regarding immunizations:**Pre-matriculation**

Leila Amiri
Assistant Dean of Admissions
Office of Admissions
Email: lamiri@uic.edu
Phone: (312) 996-5636

Post-matriculation

Dorian Thomas
Director of Records and Registration
Office of Registrar
Email: thodor@uic.edu
Phone: (312) 996-8228
<http://chicago.medicine.uic.edu/education/md-curriculum/curricular-affairs/>

Post-matriculation

Nurse Irene Stasula, RN, BSN
Associate Director of Occupational & Environmental Medicine
Email: istasula@uic.edu
Phone: (312) 996-6505
<https://hospital.uillinois.edu/primary-and-specialty-care/occupational-environmental-medicine/contact-us>

VIII. Drug Testing

The UIC Policy on Alcohol and Other Drug Use Policy and Resource Guide can be found at:

<https://go.uic.edu/aod>

The specific policy regarding Alcohol and Other Drug Use by Students and Employees can be found at the following link:

<https://policies.uic.edu/uic-policy-library/student-affairs/policy-regarding-alcohol-drug-use-students-employees>

As a clinical site compliance requirement for UI Health, students are required to **complete and pass a yearly 10-panel drug screen**. This drug test costs approximately \$50 and is administered by Nurse Irene Stasula in the University Health Service Office. Please call the number below to schedule your drug test appointment. The results of your drug test will be emailed to you and must be uploaded onto Castle Branch.

<https://mycb.castlebranch.com/>

Some affiliate clinical sites consider the drug screen an annual requirement or can request a student be tested. **It is possible that a student will need to be re-tested for clinical activity while in medical school.** A student returning from a Leave of Absence will have to be retested. These drug tests can be completed by Nurse Irene as outlined above.

LOCATION	HOURS	CONTACT INFO
University Health Service 835 S. Wolcott Ave Room E-144 Chicago, Illinois 60612 https://hospital.uillinois.edu/primary-and-specialty-care/occupational-environmental-medicine/services	<u>Mon, Tues, Thurs & Fri:</u> 7:00am - 4:00pm <u>Wed:</u> 7:00am - 3:00pm	<u>Phone:</u> (312) 996-7420

IX. Learning Environment Policy & Mistreatment Reporting

Learning Environment Policy

It is important for all members of our community to be knowledgeable of our Positive Learning Environment Policy, available via a downloadable pdf on the link below. Here is an excerpt from its opening statement:

The University of Illinois College of Medicine is committed to providing and maintaining a safe and effective learning environment in which students, residents, fellows, faculty, and healthcare and administrative staff work together to both educate and learn in a manner that promotes the highest level of patient care. As an institution that trains the physician leaders of tomorrow, we expect members of our community to uphold an academic environment that encourages mutually respectful relationships, is conducive to learning, and is free of mistreatment, unlawful discrimination and harassment, and threats of retaliation.

<https://medicine.uic.edu/education/educational-environment/college-policy-guidelines/>

Mistreatment Reporting Form

If you have experienced and/or witnessed student mistreatment, please report incidents using the online Student Mistreatment Reporting form, provided at the link below. The form allows for both anonymous reporting and, if you chose, reporting with identifying information. Even though issues of imminent harm, child abuse, and sexual harassment will require further reporting to outside entities, please remember that reports can be submitted that *do not request action*. The office serves as an archive of past complaints to monitor systemic issues and effect changes.

Reports will be reviewed by the director of Medical Student Learning Environment within 2 business days of submission to determine next steps. If desired, or if there is a technical glitch on the form, individuals may also directly contact Dr. Lacy to discuss learning environment issues and concerns. Pre-reporting consultations are welcome. If you wish to consult anonymously, you may create a special anonymous account to write Dr. Lacy, or you may call (state up front that you wish to remain anonymous).

Tim Lacy, PhD
Director of Medical Student Learning Environment
timlacy@uic.edu
Phone: (312) 413-9632
Fax: (312) 413-3787

<https://medicine.uic.edu/education/educational-environment/reporting/>

X. COVID-19 ADDENDUM

The COVID-19 pandemic has required that the College of Medicine develop policies and procedures to address safety concerns for our faculty, students, staff, and larger community. The fact that the COVID-19 pandemic is a dynamic and an often-changing health crisis, the College of Medicine may change or revise policies, recommendations, and procedures. In such situations, the College of Medicine will disseminate information to keep students informed. However, we also require students take an active approach to keep up to date of potential changes by reading official college and university correspondences, attending town hall meetings, and other communiques pertaining to COVID-19.

<https://today.uic.edu/coronavirus>

Including but not limited to:

- [Campus Updates](#)
- [FAQS](#)
- [Resources for online learning](#)
- [Trouble Shooting Tips for online learning](#)
- [Support Resources for various forms of assistance](#)

COVID-19 and CampusCare Coverage

<https://campuscare.uic.edu/covid-19-information/>

CampusCare coverage is largely unchanged by the ongoing COVID-19 pandemic. Students must establish a relationship with the PCP, receive referrals for specialty and out-of-network care, and must have emergency care pre-approved as outlined above in Section IV. CampusCare Coverage.

New coverage indications include:

- Telehealth appointments will have no co-payment at least until 12/31/2020
- Laboratory testing for COVID-19 is 100% covered
- Summer students enrolled in online classes were automatically enrolled in CampusCare and need to submit appropriate paperwork to opt-out

Travel Guidelines and Restrictions

On July 2, Chicago Department of Public Health Commissioner issued an [Emergency Travel Order](#) directing travelers entering or returning to Chicago from states experiencing a surge in new COVID-19 cases to quarantine for a 14-day period from the time of last contact within the identified state. This includes both Chicago residents returning from travel to a designated state, and travelers arriving in Chicago from a designated state. The Order went into effect on Monday July 6, 2020, at 12:01am. [Here](#) you will find answers to common questions regarding the Emergency Travel Order and how it applies to Chicago residents and visitors.

Returning from a state on the Chicago Quarantine List.

1. Chicago campus students please contact Dean Urosev urosev@uic.edu

2. You will be required to quarantine after your return. All UI-COM campuses are observing this.
3. There are two ways to quarantine.
 - You can quarantine for 14 days prior to doing any in-person curriculum or clinical rotations.
 - Medical students ON clinical rotations are considered essential health care workers, so you may also have a COVID test on day 5-7 after returning and end your quarantine on day 8 if the test is negative.

Reporting COVID Safety Concerns:

- Please report COVID safety concerns to any clerkship director, the dean, or anonymously/confidentially to <https://medicine.uic.edu/education/educational-environment/reporting/>.

4 Steps for Exposure or Illness:

1. Contact your Primary Care Physician if you are ill.
2. Contact University Health Services to report a positive test, exposure, or if you are symptomatic. 312-996-7420
3. Chicago students please contact Dean Urosev Urosev@uic.edu
4. Follow instructions provided by UHS and/or the College of Medicine.

On campus check in:

All students, faculty, and staff who come on to campus are required to check in by completing a 2-question on-line survey (link provided below). All personnel must complete the survey once per day that they are on campus.

Check in information:

1. <https://medicine.uic.edu/coronavirus/check-in-information/>
2. Check in within one hour before or after entering the college of medicine buildings.
3. Failure to check in may result in loss of building privileges.

Campus Care Information Specific to COVID-19

<https://campuscare.uic.edu/covid-19-information/>

CampusCare covers treatment for coronavirus/COVID-19 in the same way it does all other illnesses. If you have *CampusCare* you can review the plan's summary of benefits on our website at www.campuscare.uic.edu.

Students who are feeling ill or suspect that they could have coronavirus/COVID-19 should first call their *CampusCare* primary care provider:

Chicago: University of Illinois Physician Group, Department of Family Medicine at (312) 996-2901

Peoria: UnityPoint Clinic Family Medicine at (309) 672-4977

Rockford: University Medical Services at (815) 395-5870 or University Family Health Center at (815) 972-1000

For additional questions, you may contact *CampusCare* directly at cchealth@uic.edu.

In response to the COVID-19 pandemic *CampusCare* has implemented the following in effect starting March 15, 2020 through December 31, 2020, *CampusCare* will re-evaluate for continuation.

Telehealth/E-Visits:

CampusCare will cover telehealth & e-visits with NO COPAYMENT. Students must contact their in-network primary care provider or in-network specialty physicians to set up telehealth & e-visits for their health care needs. All members must establish a provider relationship prior to any referrals or treatment. This can currently be done remotely via a telehealth visit. Call your in-network PCP for an appointment.

Out of Network Care:

Please contact your primary care physician at Family Medicine for direction on all non-emergent care. Out-of-network care authorized by your in-network primary care physician will be assessed at an in-network cost share and copayment. All members must establish a provider relationship prior to any referrals or treatment. This can currently be done remotely via a telehealth visit. Call your PCP for an appointment.

COVID-19 Testing:

COVID-19 Viral Lab Testing is covered at 100% with no copay.

Pharmacy Information:

- Pharmacies can process new and refill prescriptions from in-person and telehealth appointments provided by UI Health providers.

University Village Pharmacy is open:

- **Monday, Tuesday & Friday: 8:30AM-5:30PM**
- **Wednesday: 9AM-5:30PM**
- **Thursday: 8:30AM-7PM**

Call the pharmacy **312-355-2345** for specific prescription needs regarding your pick-up.

- **Mail Order:** Please call **University Village Pharmacy at 312-355-2345** to schedule a mail order prescription delivery Monday- Thursday with no delivery fee. *Subject to change and some exclusions apply.
- **EEI/Taylor Street Pharmacy M-F 8:30AM-5:15PM.**
- **Rockford & Peoria** students can contact their in-network pharmacy for **curb side prescription pick up.**
- Students can still pick up their prescription at out of network pharmacies and submit a claim for reimbursement. Please see our claims page for further information on how to request reimbursement.

Coverage for Students staying out-of-state

In response to the COVID-19 pandemic *CampusCare* has implemented the following in effect starting March 15, 2020 through December 31, 2020. *CampusCare* will re-evaluate for continuation.

Telehealth/E-Visits:

CampusCare will cover telehealth & e-visits with NO COPAYMENT. Students must contact their in-network primary care provider or in-network specialty physicians to set up telehealth & e-visits for their health care needs. All members must establish a provider relationship prior to any referrals or treatment. This can currently be done remotely via a telehealth visit. Call your in-network PCP for an appointment.

Out of Network Care:

Please contact your primary care physician at Family Medicine for direction on all non-emergent care. Out-of-network care authorized by your in-network primary care physician will be assessed at an in-network cost share and copayment. All members must establish a provider relationship prior to any referrals or treatment. This can currently be done remotely via a telehealth visit. Call your PCP for an appointment.

COVID-19 Resources for Medical Students

<https://medicine.uic.edu/coronavirus/>

Link to COM guidelines for proper PPE during patient encounters

COM policy on absences due to COVID exposure:

M3/M4 Clinical Experiences Absence Policy - addendum - With the approval of the clerkship or elective course director students may be able to make up time missed from core clerkships and electives specifically for COVID19-related absences by doing virtual (remote) learning experiences. These can be done up to 50% of the length of the course (ex 3 weeks for a 6 week clerkship). If more time will be or is missed, then a discussion about dropping the course and a leave of absence is appropriate. We of course want students to complete as much clinical experiences in their clinical courses as safely possible.