

FREQUENTLY ASKED billing questions

Do I have to stop at the reception desk after my appointment?

If you are charging your visit to your Bursar's account, you do not have to stop at the reception desk. If you do not want the charges billed to your Bursar's account, then you must stop at the reception desk.

Examples are:

- Paying for your bill by cash, check, or credit card
- Nonstudents and visitors
- Medical Assistance
- Workers compensation claim
- Motor vehicle accident claim
- Claim paid by a University department
- ROTC
- Summer campers

How can I get a copy of my bill?

Nonstudents should go to the reception desk after their visit for a copy of their bill.

Students will receive an e-mail notifying them that their bill has been finalized and is available through *myUHS*, UHS' Patient website (<http://studentaffairs.psu.edu/health/myUHS>). You will be asked to provide your Penn State WebAccess user ID in order to enter our secure website. Select "Billing Statements". Select visit date. Click "Print Statement" on the upper right of the screen. Print a copy of your bill. Pharmacy and ambulance bills are not available online.

Please note: This website is not your e-Lion account. This website provides you with copies of your bill for your records and to submit to your insurance company. Charges that have been uploaded to your student account will appear in e-Lion. Payment is made to the Bursar either through e-Lion or at the Bursar's Office in 103 Shields Building.

Contact Information

Financial Services.....	814.865.3465
Fax	814.865.7778
Ambulance	911
Appointments	
Online.....	http://studentaffairs.psu.edu/health/myUHS
Clinical Services	814.863.0774
Physical Therapy	814.863.0774
Telephone Advice Nurse	814.863.4463
Information Desk.....	814.865.6556
Health Promotion	814.863.0461
Pharmacy	814.865.9321
Student Health Insurance.....	814.865.7467
TTY (for hearing impaired)	814.863.9611



Penn State University • Financial Services
308 Student Health Center, University Park PA 16802

<http://studentaffairs.psu.edu/health>

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Division of Student Affairs

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University **Health Services**

<http://studentaffairs.psu.edu/health>

ANSWERS TO SOME COMMON QUESTIONS STUDENTS HAVE ABOUT UHS BILLING—

Penn State does not charge a semester health care fee to students. Students are charged only for the services they use. Health care at UHS is available to **any student registered for the current semester**. Student spouses (including domestic partners) who are covered by one of the Penn State Student Insurance Plans may also be seen at UHS.

What will my visit cost?

University Health Services (UHS) charges students a discounted rate for medical care and ancillary (support) services. The discounted rate is relatively low compared to private medical services.

The basic weekday clinic visit fee range for 2011-12 is \$15 to \$50 for established student patients and \$30 to \$100 for non-student patients. New patient visits cost slightly more (\$21 to \$56 for students, \$55 to \$110 for non-students), reflecting the additional medical and family history review and other processes necessary for new patients. There is an additional \$6 fee for Saturday appointments.

These fees cover clinician services and many supplies and minor procedures. There are additional charges for some procedures and all ancillary services, such as laboratory tests, X-rays, physical therapy, pharmacy, and ambulance.

The actual cost of your visit will be determined by your nurse and/or clinician's actual assessment and treatment. Check with the reception desk staff for the charges for specific services. Basic fees are listed on the UHS website.

How do I pay my bill?

Payment is due at the time of service. You may have the charges billed to your Penn State Bursar's account or pay by check, cash, Discover, VISA or MasterCard (debit or credit).

Are there any exceptions to paying at the time of service?

Yes, there are two exceptions:

• If you are covered by one of the Penn State Student Health Insurance Plans, you do not pay when you receive care; UHS

will submit your bill to your insurance plan. Additional information about the student health insurance plans is available on the UHS website.

• If you have one of the Prescription Card Plans that contract with UHS, you may use your approved Prescription Card to pay for prescriptions only (not clinic visits or services).

Why doesn't UHS have contracts with other insurance companies?

UHS treats students from all over the United States and the world and would need to contract with hundreds of insurance providers. The cost of dealing with so many insurance companies and processing tens of thousands of claims would drive up the current discounted rate for services.

We regret any inconvenience this policy may cause our students and parents, but it is how we are able to provide services to students at a discounted rate.

Will my insurance company reimburse me for UHS services?

We recommend that you find out ahead of time if your insurance will cover your care at UHS, as there may be restrictions on primary care outside of the insurance company's network. Please contact your insurance company about your coverage.

Will UHS send the bill to my insurance company?

No, it is your responsibility to submit your claims to the insurance company. There are two exceptions. UHS direct bills the Penn State Insurance plan. If you are enrolled in

the Penn State Insurance plan, charges will initially appear on your Bursar's account and the insurance company will reimburse your Bursar's account directly in 4 – 6 weeks. Secondly, the Pharmacy does accept many prescription cards. Inquire at the Pharmacy for more information or check the UHS website for a list of prescription plans.

If my visit is covered by my insurance, how do I get reimbursed?

Submit your UHS billing invoice to your insurance company for reimbursement. Visit *myUHS* at <http://studentaffairs.psu.edu/health> and select "Billing Statements" to print copies of your invoice.

If my visit is not covered by my insurance, what should I do?

If health care at University Health Services is not covered by your insurance, we recommend that you consider purchasing student health insurance through Penn State or another insurer to help defray your health care costs while attending college. Arrange for reimbursement directly with your insurance company.

