STUDENT HEALTH BILLING AND INSURANCE
FREQUENTLY ASKED QUESTIONS

As a patient, it is your responsibility to know and understand your insurance plan benefits and your responsibility for any pre-authorization, deductibles, co-insurance, or co-payment amounts prior to any visit. Not all services are covered in all insurance contracts. If your insurance plan does not cover a service or procedure, you are responsible for payment of these charges.

Q. Are there charges at Elson Student Health?
A. Professional visits with a care provider have been pre-paid through the payment of the comprehensive student fee; however there are charges for medications, lab tests, supplies for certain treatments, immunizations and allergy injections, and copies of your medical record.

Q. Once my bill has been referred to my student account, how can I pay?
A. You can send a check, pay in person via cash at the Cashiers Office in Carruthers Hall, or by Quickpay which accepts MasterCard, Discover, American Express, and e-checks. http://www.virginia.edu/studentaccounts/student_payment.html

Q. How can I be reimbursed by my insurance company?
A. Students can print a “Walkout Statement” for services that Student Health charges for by using Healthy Hoos at https://www.healthyhoos.virginia.edu. Coverage depends on your plan’s benefits. Contact your insurance company to determine coverage for Student Health services.

Q. Will Student Health submit a claim to my insurance company?
A. The Laboratory and Pharmacy located in Student Health are satellites of the UVA Medical Center and will file prescription and lab charges to most insurance companies. Student Health currently participates as a provider in Aetna Student Health insurance plan and will file claims for all services provided. If you do not have this plan, charges received for services other than prescriptions and selected labs (such as immunizations or supplies) will be placed on your student account. Students must bring their student identification card, insurance card, and prescription card for each visit to Elson Student Health.

Q. Will Student Health need my social security number?
A. Student Health does neither request nor store social security numbers.

Q. If I am seen at UVA Health System, will my charges be covered as if I were seen at Elson Student Health?
A. No. The UVA Health System and Student Health are separate facilities. Services and billing are managed differently. When scheduling a visit outside Elson Student Health, ask about charges when making your appointment.

Q. May I get a prescription filled at Student Health if it’s not from an Elson Student Health provider?
A. Yes. We will need an original prescription from the physician, not a refill. For more information, please call the Student Health Pharmacy at (434) 924-1544. The Pharmacy accepts most insurance plans.
Q. **Who is a provider for my insurance?**
A. Depending on your particular plan you may be covered by services rendered at the Health System. The Health System is a participating provider for many plans, but Elson Student Health is only contracted with Aetna Student Health.

Q. **I was told that the University of Virginia is a participating provider with my plan?**
A. The University of Virginia Health System does participate in many plans including Virginia Medicaid, Tri-care, BCBS, etc. Student Health is separate from the Health System. Student Health is considered part of the academic side of the University of Virginia, and governed by the Office for Student Affairs not the Health System.

Q. **My graduation and/or registration have been blocked due to an unpaid Elson Student Health bill. Why?**
A. If your account is not paid by the due date, your SIS account will be blocked until you have remitted the amount due to Student Financial Services.

Q. **Do students enrolled in Summer Session have to pay a fee to obtain access to services?**
A. Just as you pay fees along with tuition in the fall and spring, Summer Session students pre-pay for use of Elson Student Health services. If you are NOT enrolled in Summer Session, continuing students may receive services by paying a summer fee per clinic per day. For example, if you have an appointment in general medicine and gynecology on the same day you will be charged $20.00 ($10.00 per clinic).

Q. **Once I graduate from UVa and do not plan to pursue graduate studies at UVa, can I still go to Elson Student Health for my healthcare needs?**
A. No. Due to federal regulations (Health Insurance Portability and Accountability Act or HIPAA), students who have graduated are not eligible for Student Health services. However, students may complete their care no later than one week after graduation or obtain a referral elsewhere for care or treatment.

Q. **Will my claim be filed to Virginia Medicaid?**
A. Only the Laboratory and Pharmacy located in Student Health are satellites of the UVA Medical Center and will file prescription and lab charges to Virginia Medicaid. However, Student Health does not accept nor file Virginia Medicaid claims for charges such as injectables, supplies, immunizations and allergy injections, and copies of your medical record. These charges will be placed on your SIS account.

Q. **If I am covered under my parent’s insurance or another plan and I need a PCP, whom can I choose?**
A. You need to contact your insurance company to obtain a list of local providers who participate in your plan. Student Health is only participating Aetna Student Health. Aetna Student Health doesn’t require a PCP selection.

Q. **Is Elson Student Health in my insurance network?**
A. Only if you carry Aetna Student Health Insurance.

Q. **Who would I call if I have any billing questions?**
A. For questions regarding lab and radiology charges contact Patient Financial Services (PFS) at 434-243-1930. 
For questions regarding charges other than labs contact Student Health billing at 434-243-2794. 
To access your walkout statement register for HealthHoos at https://www.healthyhoos.virginia.edu

Q. **Will I be charged if I do not show for my appointment?**
A. Yes. If you have an appointment in General Medicine, Gynecology, and Health Promotion and we do not see or hear from you at least one hour before your scheduled appointment time your student account will be charged the $25 late fee. In CAPS, students must cancel their appointment by 8 AM the day of their scheduled appointment to avoid a no show charge of $25. If you need to cancel or change your appointment, please call Student Health at 434-924-5362 during normal business hours.