

University Health Services



New Student Information



Why Choose University Health Center for Your Care?

- **Convenience:** Located on campus, easily accessible, saving students time and effort in seeking medical care.
- **Specialized Services:** We provide services tailored to the specific needs of college students, including mental health support, sexual health education, and stress management.
- **Integrated Care:** We coordinate with other campus resources, such as academic advisors, food pantry, case management and counseling services, to provide holistic support.
- **Affordability:** Because of the healthfee we can keep costs lower, making it more affordable.
- **Familiarity:** We specialize in student health and student-specific health issues, creating a more comfortable and understanding environment.

Routine Care for Dependents

- Dependent coverage information is available on our website: studentinsurance.fsu.edu/dependent-coverage
- Urgent Care options are available at various locations in Tallahassee.
- Bond Community Health Center: bondchc.com
- Telehealth services are available.
- Before visiting urgent care, check with your insurance provider to confirm which clinics are in-network and understand your costs (co-pays or co-insurance). This can save you both money and stress.

Hours of Operation & Location

- Monday through Friday
 - Appointments available 8:00AM – 4:00PM
 - Appointment-based system
 - Appointments can be scheduled online, by phone, or in-person
 - Staffing available until 5:00PM
 - Located at the Mary B. Coburn Health & Wellness Center
- Phone number:** (850) 644-4567
- Address:** 960 Learning Way, Tallahassee, FL 32311



Appointments available for:

Mental Health

Well and preventative physicals (athletic, band, women's annual exams

Upper Respiratory Infections

Women's Care (full-service gyn care with the exception of OB care)

Virtual Services that are amendable to telemedicine

Routine follow-ups and Chronic medical care

Physical Therapy

Diagnostic Imaging (x-rays, ultrasounds)

Immunizations

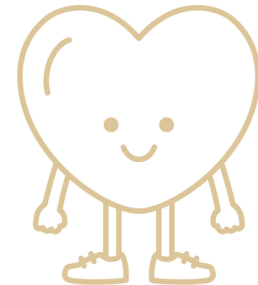
Allergy Injections

Lab Services

Medication Refills

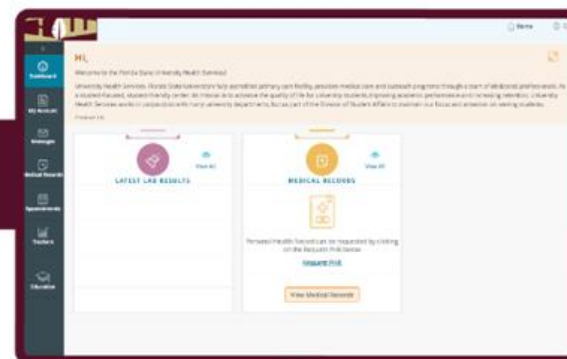
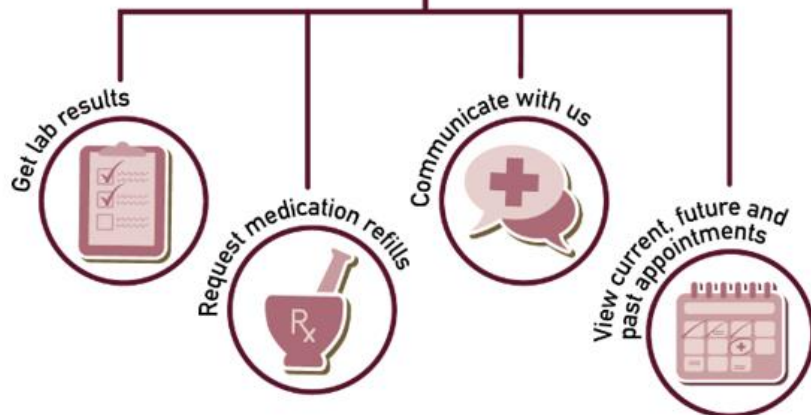
STI Testing

Acute illness and injury



Returning Patients Can Access the

PATIENT PORTAL



Online
Scheduling



FSU

CENTER FOR HEALTH ADVOCACY & WELLNESS

UNIVERSITY HEALTH SERVICES

- Nutrition consultations
- HIV testing
- Smart Choices: Alcohol/drug harm reduction program
- Green Dot Bystander Intervention
- Healthy Noles Peer Education
- Power-based personal violence prevention



Other Services available in the Health & Wellness Center

Morgan Dental and Quest are independent vendors of the university that provide services to the greater FSU community including students, faculty, and staff.

For questions about insurance coverage, please contact the vendor directly.



Contact for more info on special pricing and plans available.



Currently accepts Aetna plan

Important Insurance Exclusions

Some services and situations are not covered under the student health insurance plan:

- Dental care (except for limited injury-related services)
- Vision care (except for limited injury-related services)
- Accidents involving vehicles
- Accidents that occur during on-campus employment
- If you are in a car accident:
 - Take a picture of the car insurance card for every driver involved — you will need this information.

After-hours System of Care

uhs.fsu.edu/health-care/after-hours-care

CVS Virtual Care®

Talk to a doctor or therapist by phone or video with CVS.

From sniffles to stress, and everything in between, we've got you covered. Your Aetna® Student Health plan includes access to CVS Virtual Care®, so you can schedule a virtual visit quickly and easily for the support you need, when you need it.

Download the App - iOS - Google Play

Call (855) 870-5858

Other After-Hours Care Options Include:

Urgent Care

Emergency Room

For life-threatening emergencies (i.e., broken bones, trouble breathing, chest pain)

What is 9-1-1?

- 9-1-1 is the emergency phone number in the United States
- You can call 9-1-1 from any phone (mobile or landline) for free
- It connects you to trained emergency responders like:
 - Police
 - Firefighters
 - Paramedics/Ambulance Services

When Should You Call 9-1-1 For a Medical Emergency?

- Call **ONLY** in an emergency, such as:
 - Medical Emergencies (i.e., chest pain, severe bleeding, trouble breathing, unconsciousness)

Tips for Calling 9-1-1

- Stay calm and speak clearly
- Tell them: your location, what happened, and who needs help
- Stay on the line until they tell you it's ok to hang up

Emergency Room Costs – What You Need to Know

- Even with insurance, you will pay part of the bill for an ER visit.
- In-network ER: Lower costs — insurance covers more.
- Out-of-network ER: Much higher costs — you pay a larger share.
- You already pay a premium for your insurance and part of the cost for the care you receive.
- ER care should be for true emergencies only.
 - Chest pain or pressure
 - Difficulty breathing or shortness of breath
 - Severe bleeding that won't stop
 - Sudden weakness, numbness, or trouble speaking (possible stroke)
 - Serious head injury or loss of consciousness
 - Broken bones with deformity
 - Severe allergic reaction (trouble breathing, swelling of face/lips)
 - Severe burns
 - Seizures
 - Major trauma from an accident

Pharmacy



- No onsite pharmacy
- CVS located near campus (West Pensacola Street location)
- Several nearby pharmacy options available
- Some pharmacies offer specific reduced cost medications
- If your provider does not send your prescription electronically, they must write it for you. You will need to take the written prescription to a pharmacy to have it filled.

Alphameds

487 E Tennessee St # 2, Tallahassee, FL 32301 (850) 942-1992

CVS

882 West Pensacola St, Tallahassee, FL 32304 (850) 841-1049
 1819 West Tennessee Street, Tallahassee, FL 32304 (850) 576-0147
 1708 North Monroe Street, Tallahassee, FL 32303 (850) 385-6136
 1300 Apalachee Parkway, Tallahassee, FL 32301 (850) 877-5168
 3035 Apalachee Parkway Tallahassee, FL 32301 (850) 402-4046

Publix

1700 North Monroe St # 852, Tallahassee, FL 32303 (850) 222-1975
 101 North Blainstone Road # 101, Tallahassee, FL 32301 (850) 219-6211
 800 Ocala Road # 200, Tallahassee, FL 32304 (850) 575-6997

Target

2120 Apalachee Parkway Tallahassee, FL 32301 (850) 671-2041

Walgreens

2009 W Tennessee Street, Tallahassee, FL 32304 (850) 580-1899
 414 South Magnolia Drive Tallahassee, FL 32301 (850) 877-3023

Walmart

4400 West Tennessee Street, Tallahassee, FL 32304 (850) 574-4613
 3535 Apalachee Pkwy Tallahassee, FL 32311 (850) 656-4593
 3221 N Monroe St Tallahassee, FL 32303 (850) 562-2829

Publix offers reduced cost medications*

Walmart offers \$4 prescriptions*

*select medications

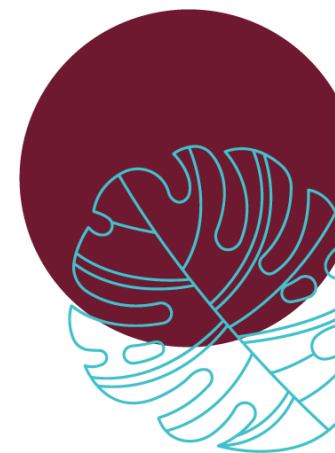


Insurance & Billing

- The student health fee helps keep costs low and ensures that all students have access to our services.
- Co-pays for visits to the Health Center are not collected at the time of the visit.
- All visits, procedures, labs, diagnostic imaging, and specialty visits at the Health Center are billed to the student's insurance carrier.
- Outstanding balances from Health Center visits will post to the student account.
- Co-pays for off-campus providers must be paid directly at the time of the visit.
- ER visits, surgery, and in-patient care will bill the student's insurance (if the insurance card is provided to the provider). Students will receive a bill in the mail for any remaining co-insurance owed.
- University-sponsored insurance plan is through Aetna.
- Pay the insurance premium with your tuition and fees (unless you are a graduate student with a graduate assistantship).
- Insurance coverage is required for all students.
- ER care is for true emergencies and not a substitute for primary or specialty healthcare services.

In-Network vs. Out-of-Network:

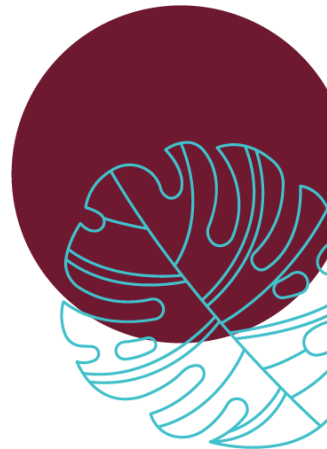
- In-network providers have agreements with your insurance, so you'll usually pay less.
- Out-of-network providers don't, which can mean higher costs or services not being covered.





Graduate Assistant Health Insurance Process

- Do NOT pay the insurance premium directly if you are a graduate assistant with a subsidy.
- Watch for an opt-in email from the Graduate School — respond to indicate you want your subsidy.
- Once you opt in, the Graduate School will apply your subsidy to your account.
- The premium will be deducted from five paychecks (expect smaller paychecks during that period).
- You may still receive warning emails about new charges — ignore these if you have opted in and your subsidy is being processed.



Tips for Students

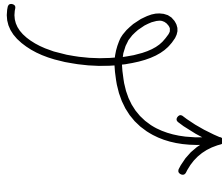
- Schedule an appointment by calling, walking in, or booking online.
- Bring your FSU Card and health insurance card to every visit.
- Know your medical and family history, including allergies and reactions.
- Keep all appointments as scheduled — UHS charges a \$30 no-show fee for appointments not canceled in advance.
- Keep copies of all bills and records of payments you make.
- Ask questions if a bill doesn't make sense — don't ignore it.

To-Do List

- Immunizations: to check your status, visit studentinsurance.fsu.edu
- Review insurance policy and identify in-network hospitals & urgent care clinics
- Update your local address in my.fsu.edu
- Print your insurance card and carry it with you at all times.
 - To obtain an insurance card from Aetna, visit: aetnastudenthealth.com and type in Florida State University in the “search a school” bar.

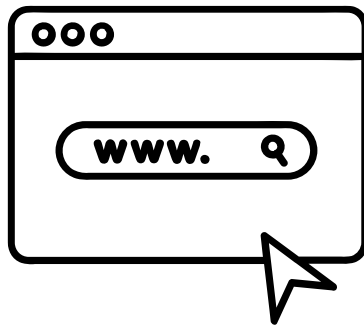
Accessing your Aetna Portal

Scan Here



- View or Print your ID Card
- Review Plan Benefits & Coverage
- Check Claims & Explanation of Benefits
- And More

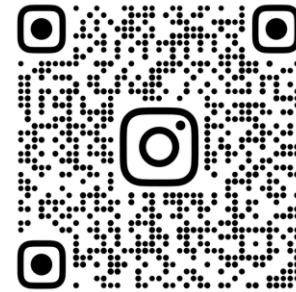
Connect With US



uhs.fsu.edu



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FSU_STUDENT_HEALTH



**Find us on
myFSU Mobile**

Contact Us!

Amy Magnuson, PhD, RD, LD/N

Director

amagnuson@fsu.edu

Kelly Dykes, BSN, RN, CHPE, CPHIMS

Associate Director, Student Services,

Contracts & Insurance Billing

kdykes@fsu.edu

Latricia Simmons, BSN, RN

Assistant Director, Health Services

lsimmons@fsu.edu

Mari Kay Avant

Assistant Director, Public Relations &

Appointment Scheduling

mavant@fsu.edu

Corey Williams, BSN, RN, PMH-BC

Mental Health Nurse Navigator

Referral Department Supervisor

cwilliams5@fsu.edu