Health Care At Arizona State University

Presented by:
ASU Health Services

https://eoss.asu.edu/health
Health Care in U.S.

- Different than most countries
- Expensive
- Need health insurance to keep you healthy, cover most of health care costs and protect you from very expensive bills
- Responsible for some out of pocket expenses with health insurance
- Important to know some basic guidelines
Student Health Insurance

- Required for all F1/J1 visa students except approved sponsored students
- Fall 17 Coverage 8/16/17-1/3/18 (Early Arrival 7/19/17)
- Dental insurance or discount plan can be purchased separately at www.aetnastudenthealth.com
- Please visit the ASU Health Services International Student webpage at http://eoss.asu.edu/
Health insurance out of pocket expense terms to know

• **Copay** the insured pays a set amount for specified health care services

• **Deductible** a set amount you pay before your plan will begin to cover specified services

• **Coinsurance** a percentage amount you pay for a specified service after deductible has been met

• **Out of Pocket Maximum** The most you will have to pay for covered medical expenses in a plan year
What are some benefits of my ASU Student Health Insurance?

- Comprehensive health coverage
- Low co pays at ASU Health Services/ASU Counseling
- Low medical/prescription deductibles
- Low coinsurance
- Low maximum out of pocket
- Preventive care at no cost
What are some benefits of my ASU Student Health Insurance?

- ASU Health Services/ASU Counseling on campus
- Nationwide/travel abroad coverage*
- Evacuation/repatriation
- Easy access to support
SCENARIO 1

You are not feeling well but ASU Health Services is closed.

What options do I have?

ASU Health Services after hours medical advice
In-network Urgent care
911 or Emergency
Where can I go to receive health care?

- ASU Health Services/ASU Counseling on campus are your first stop
- Off campus specialists/providers with a referral
- ASU Health Services after hours medical advice
- Off campus urgent care clinic for immediate concerns (non emergency) when health center is closed
- Emergency dial 911 or go to the nearest emergency room
Out of pocket Expenses

ASU Health Services
- general visit - $15 copay
- lab/x-ray - $10 copay
- Specialist Visit - $25

Off campus
- In-network specialist visit - $25 copay (referral required)
- In-network Urgent care - $25
- Emergency room visit - $200 copay
- In-network hospitalization/surgery - $250 medical deductible and 20% coinsurance
- Prescriptions - $125 deductible then $15/$40/$80
ASU Health Services

**TEMPE**
Monday-Friday
8 a.m. to 6 p.m.
Saturday Clinic 10 a.m. to 4 p.m.
We are located on Palm Walk by the University Drive Bridge

**DOWNTOWN**
Monday-Friday
8 a.m. to 5 p.m.
Excluding 1 p.m. to 2 p.m.
We are located on the first floor of the College of Nursing & Health Innovation Building

**POLYTECHNIC**
Monday-Friday
8 a.m. to 5 p.m.
Excluding 12 p.m. to 1 p.m.
We are conveniently Adjoined to the Sun Devil Fitness Complex

**WEST**
Monday-Friday
8 a.m. to 4:30 p.m.
Excluding 12:15 p.m. to 12:45 p.m.
We are located in the University Center Building, Room 190
ASU Health Services

- Primary Care / Women’s Health
- Preventive Care
- Lab
- X-Ray
- Vaccines
- Travel Medicine
- Massage, Acupuncture, Chiropractic, and Nutrition
Scheduling appointments made easy

- Patient Portal
- Phone (480) 965-3349
- Welcome Desk
- Walk-ins Welcome
Scenario 2

Two weeks after a visit to the health center, I suddenly have a question and wanted to ask my doctor. It is a busy week I do not want to spend time in the health center. How can I do it?
Patient Portal

- Schedule your appointment online
- Send/receive secure messages
- Refill Prescriptions
- Answer billing questions
- Access your medical records 24/7
ASU Health Services Visit

• Medical care is confidential
• Check in at front desk
• Nurse/medical assistant will ask you some medical questions and take your vitals
• Doctor/nurse practitioner will discuss your medical care
To print out your ASU Aetna Student Health insurance card visit www.aetnastudenthealth.com
• Bring your health insurance card/ASU Sun Card when visiting ASU Health Services
• Carry your health insurance card with you at all times
SCENARIO 3

It has been a very stressful week with midterm exams, internship report and graduate school application deadlines. You feel like no one understands you and you are stressed out about everything.

Where can you receive assistance?

ASU Counseling
ASU Counseling

TEMPE
Student Services Building
Room 334

POLYTECHNIC
Academic Center
Suite 92

DOWNTOWN
History Post Office
Suite 208

WEST
University Center Building
Room 221
ASU Counseling Services

- Confidential
- Counselors highly trained and experienced
- Help adjust to university life
- Help meet academic goals
- Assessments
- Individual/couples counseling
- Group Counseling
- 24 ASU dedicated crisis hotline
Scheduling appointments made easy at ASU Counseling

- Phone (480) 965-6146
- Welcome Desk
- Walk-in
Visits to ASU Health Services and ASU Counseling …

• Billed to your insurance
• Charged directly to your student account
• Get the health care you need
To avoid late fees and holds make sure to check your My ASU account.

my.asu.edu
SCENARIO 4

After going to the hospital, you received a bill in the mail for services you received. You have student health insurance, so you’re confused about why you still have to pay.

Who can you contact to learn about your policy details?

Aetna Student Health
ASU Health Services
Information and Assistance

- **ASU Health Services**
  https://eoss.asu.edu/health or (480) 965-3349
  insurance@asu.edu or (480) 965-2411

- **ASU Counseling**
  https://eoss.asu.edu/counseling or (480) 965-6146
  Empact - 24 ASU dedicated crisis hotline (480) 921-1006

- **Aetna Student Health Insurance**
  https://www.aetnastudenthealth.com
  1-800-378-0178