

Reciprocity Between UC Student Health Centers: Process for Seeing a Student from Another UC Campus

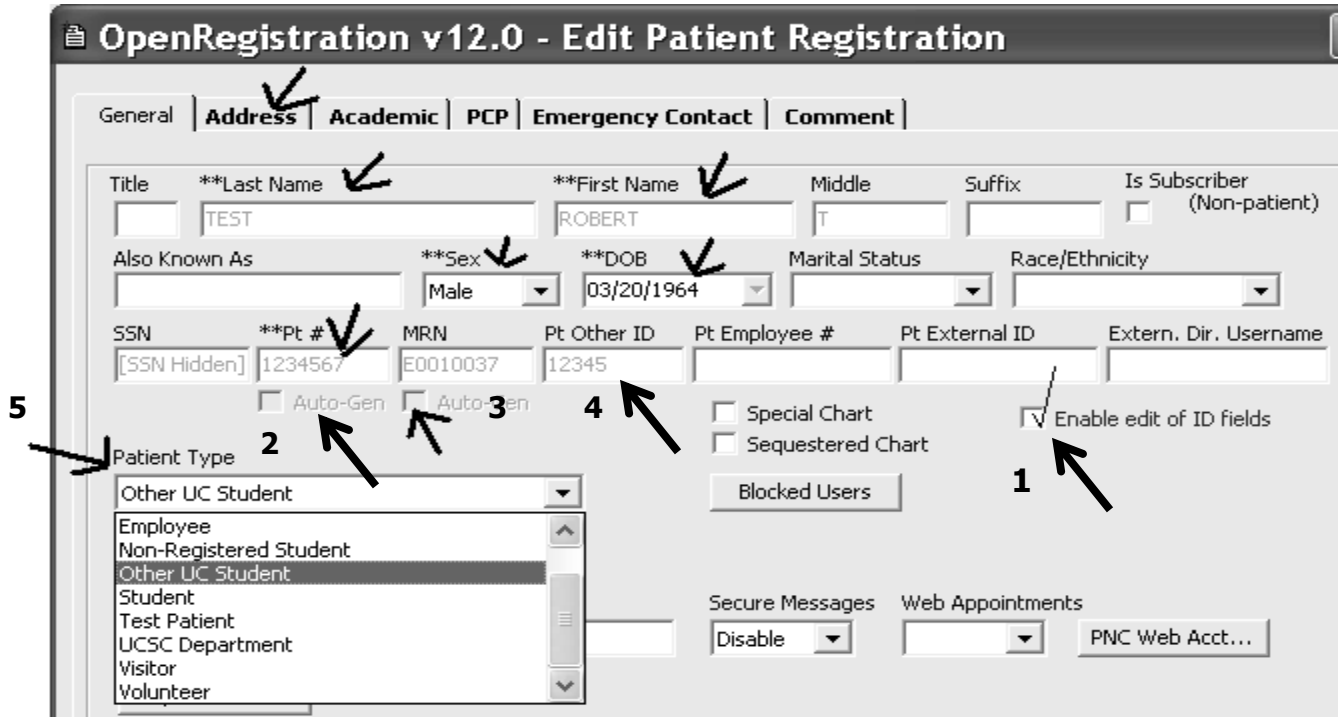
- Use this form to follow the student throughout their appointment
- **Staff—Please initial the left boxes** as you complete your duties

Reception	<ol style="list-style-type: none"> 1. When a student from another UC campus calls or presents requesting to be seen at the Student Health Center, inform the patient that s/he can be seen at the SHC, however we will need the following: <ul style="list-style-type: none"> • UC Student ID Card with photo • UC SHIP insurance ID numbers (if on UC SHIP) - see note below <p>Note: <i>Campuses with UC SHIP = UCSC, UCSF, UCM, UCD, UCLA, UCSD, UC Hastings Law, UCI Graduate Students and UCR students as of 9/17/16. Claims can be submitted for UC SHIP students from the above listed campuses but non UC SHIP and NoSHIP students from the other campuses must pay in full and get reimbursed from their insurance plan. UCSC SHS should be categorized as "in-network" for the other SHIP plans.</i></p> 2. Advise the student that a consultation with the Triage Nurse is at no charge; however there may be charges for services provided beyond that. 3. Send this form with the student to the Insurance Department to verify the student's registration and insurance for eligibility and to document their insurance and student ID cards.
Insurance	<ol style="list-style-type: none"> 1. <i>For UC SHIP students</i>, access the WFIS website then print and attach the eligibility report, copy of insurance card and add pertinent insurance information into PnC. For non UC SHIP and NoSHIP students, call the student's home campus insurance office to verify current registration and insurance eligibility. 2. Make 3 copies of their student ID card and document the UC SHIP insurance ID numbers (if applicable) on each copy. Give one copy to Billing, attach one copy to this form (which stays with the student) and keep one to enter their insurance information after call from the front desk that registration has been completed. 3. Have the student sign a Medical Records release form and attach to this form so their records can be sent to their home campus. 4. Walk the student back to the front desk and give this form to the receptionist to register the student for a visit.
Reception Patient Registration	<ol style="list-style-type: none"> 1. Register the student, following the attached procedure. (Try to embed the student ID number in the Pt Other ID field, and check the "Enable" edit of ID fields and MRN Auto-Gen. – see below) When the patient is registered, call Insurance staff at 9-5142 to let them know to add the insurance information if not already added. 2. Make an appointment with the Triage Nurse. 3. Attach Registration forms and this flow sheet (with copies of student ID card and UC SHIP insurance ID numbers if applicable) to a red out-guide.
Triage	<ol style="list-style-type: none"> 1. Evaluate patient's needs and document findings.
Clinician	<ol style="list-style-type: none"> 1. Evaluate patient's needs and document findings. Clinician may also refer the patient off campus. 2. NOTE: The patient may need to pay for their visit or copays/coinsurance at discharge, so clinician needs to sign off note immediately OR document any billable items and click "Discharge" then complete chart notes later. 3. Have patient escorted to Billing Department with this flow sheet.
Billing	<ol style="list-style-type: none"> 1. Billing Staff will verify patient services, then process reciprocity claims data. 2. If payment is required, (copays and coinsurance for UC SHIP campuses, full FFS amount for the other campuses and for NoSHIP students) Billing staff will escort the patient to the Pharmacy between 9-12 and 1-4:30pm to pay with fees form. 3. Keep Flow Sheet. Detach signed Medical Records Release form and give to Medical Records.
Med Rec	Upon receiving signed release form, send copy of records to home campus.
Pharmacy	<ol style="list-style-type: none"> 1. Accept fee form and payment, if applicable to include clinic and pharmacy payments. 2. Print duplicate receipt and send to Billing.

Patient Registration Steps Required for Reciprocity Billing

1. Open Registration: UC student demographics will need to be loaded in OpenReg. at the time of check-in:

- Student will need to present Student ID card and UC SHIP ID number (if applicable) in order to confirm whether or not they have UC SHIP or private insurance.
- In the "Registration" tab: **1)** enable edit of ID fields, **2)** Auto-gen Pt #, **3)** Auto-gen MRN #, **4)** in Pt Other ID enter students home campus SID# **5)** Choose "Other UC student" for patient type.
- Enter the student's personal information, address/phone# into the "Local" section so that collections may be performed if necessary.



2. Eligibility/Health Fee and Insurance Tabs

- In the **Eligibility/Health Fee tab**—Be sure to set the Fee data according to their status (with or without coverage)
- In the **Insurance tab**—Load their carrier information. Include member/policy #, Group #, carrier address.

