1. **What services does Campus Health provide?**

   Campus Health provides:
   - Accessible, direct health care to UNC-Chapel Hill students and their spouses.
   - Health education within Campus Health and via outreach in area where students live and work.
   - Training experiences for students as peer advocates in a variety of health concerns such as nutrition, fitness, sexuality, alcohol, and other drugs of potential abuse.
   - A voice for health care concerns in the University community and address matters of public health interest.

2. **Does Campus Health have a secure online communication tool?**

   Yes, students have access to a secure patient portal called Healthy Heels. Use the student’s Onyen and Onyen Password to log in. The patient portal allows patients to:
   - Communicate directly, securely, and confidentially with the health service.
   - Review lab test results.
   - Make on-line requests for appointments.
   - View portions of their personal health records.

3. **Who is eligible to use Campus Health?**

   All degree-seeking students and Postdoctoral Fellows who pay the current term Campus Health Fee (see next question) can use Campus Health and Counseling and Psychological Services (CAPS).

   Spouses of degree-seeking undergraduate students, graduate students, and Postdoctoral fellows can receive care at Campus Health and CAPS. Spouses who pay the Campus Health Fee for the term can use Campus Health and CAPS once they show proof of insurance along with proof of their marriage or a notarized affidavit of domestic partnership.

4. **What is the Campus Health Fee, and what does it cover?**

   The Campus Health Fee is a mandatory fee that any eligible student at UNC-Chapel Hill pays through fees/tuition term.

   Costs for access to primary care professionals are covered by the Campus Health fee; it also funds health promotion and violence prevention services provided by Student Wellness. However, specialty care, extended services, and diagnostics support services (lab, x-ray) are covered by fee-for-service which helps
cover operating costs. For more details, see Campus Health Fee, Charges and Payments.

5. What are the options regarding payment of fee-for-service charges?
The student has the option to pay at the time of service. Campus Health can accept the UNC One Card, HSA Cards, cash, check, or credit/debit card (MasterCard or Visa). Another option is to request charges be placed on the student’s account at the Office of Student Accounts and University Receivables. *No student should fail to come for treatment because they do not have an immediate way of paying.*

6. Is health insurance required?
All eligible students enrolled in the UNC system colleges and universities, including UNC-Chapel Hill are **required** to have health insurance. This means that every student attending the University must provide proof of a creditable health insurance policy. If the student is uninsured, they have the option of buying their own policy or participating in the University sponsored plan. The documentation of this insurance requirement is called a “hard waiver”. Eligible students must **enroll** to activate their insurance or complete the online waiver process with their own creditable insurance coverage before the deadline each semester.

7. What happens with charges not covered by insurance?
Campus Health will electronically file the student’s primary insurance. Any charges not covered by the student’s insurance will be forwarded to the Office of Student Accounts and University Receivables in the Student and Academic Services Building (SASB) North. The Office of Student Accounts and University Receivables manage students’ accounts and all outstanding bills must be paid in order to avoid a hold being placed on a student’s registration for the next term or an interruption of other official business with the University. It is in the student’s best interest to clear charges at the time of service or shortly thereafter.

8. How do students use insurance at Campus Health?
Students will be asked to present their insurance card at each visit. Campus Health will electronically submit the claim form as either an in network or out of network provider depending on the plan. Charges not covered by the plan will be transferred to the student’s account at the Office of Student Accounts and University Receivables. A student may elect to pay for services they do not want filed to insurance.
If a student is enrolled in the UNC System-Wide Student Health Insurance Plan, they will have their charges filed for them electronically. According to the benefits of the plan, most charges are covered if service is provided at Campus Health.
Charges not covered by the plan will be transferred to the student’s account at the Office of Student Accounts and University Receivables.

9. **What should a student do when Campus Health is closed?**
   Students are advised to call the main Campus Health number at 919-966-2281. They will hear a brief automated message, and if the caller wants to speak with a HealthLink nurse, they will be connected directly by touching “1” on the keypad. HealthLink is a nursing telephone triage advice service that determines: (a) if the situation warrants a referral to UNC Hospitals Emergency Department; (b) if the situation warrants a referral to UNC Urgent Care; (c) if directions for symptomatic relief will suffice; or (d) if the condition can wait until the student can go to Campus Health when it reopens.

10. **How confidential are students’ medical records at Campus Health?**
    If the student is age 18 or older, Campus Health Records and information can only be accessed and/or released with a release of information form signed by the patient. Campus Health does not accept a blanket release form. Students must complete a new Release of Information Form each time they wish to have information released. Information is shared among providers within Campus Health without a release of information in order to provide the best comprehensive care to a student.
    Counseling and Psychological Services (CAPS) clinical notes are kept confidential within CAPS except when clinically indicated and collaboration with medical providers is necessary. Under those circumstances clinical information may be shared with other Campus Health medical providers.
    There are also legally mandated exceptions to confidentiality when Campus Health is obligated to take action to protect others from harm. These include instances in which there is a danger of harm to self or others or disclosure of child or elder abuse.

11. **Where can I get more information?**
    More information can be found on the [Campus Health website](#).