
How to Access Healthcare at UCLA Academic Year 2023-2024

Presentation for
UCLA International Students

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Most Important Phone Numbers to Know

911: All Emergencies

**+1 (310) 825-4073: Arthur Ashe
Student Health and Wellness
Center**

**+1 (424) 259-7208: Rape Treatment
Center**

Navigating the US Health System



- **Virtual Providers (e.g., Livehealth, Nurseline)**
 - Acute illness consultations via phone or video appointment



- **Imaging Centers**
 - MRI, CT scans, PET scans



- **Urgent Care/Immediate Care Centers**
 - Non-life threatening but urgent conditions (e.g., injuries)

- **Outpatient Medical Clinic (e.g., The Ashe Center)**
 - In-person check ups
 - Telehealth appointments
 - Virtual/asynchronous care
 - Referrals
 - Immunizations



- **Specialty Clinics**
 - Specialist appointments (referrals needed)



- **Labs**
 - Blood draws
 - Urine samples



- **Hospital**
 - Emergencies
 - Surgeries



Emergency Room vs. Urgent Care (AY23-24)

- **Emergency Room (ER)**

- High fever
- Difficulty breathing
- Poisoning
- Broken bones
- Uncontrolled bleeding
- ER wait for non-life-threatening conditions: **2-6 hours**
- Co-pay: **\$175** for UCSHIP
 - Ronald Reagan ER
 - Santa Monica ER

- **Urgent Care/Immediate Care Centers**

- Cold/flu
- Sore throat
- Nausea
- Eye/ear infection
- Minor cuts/burns
- Urgent care wait for non-life-threatening conditions: **~15 minutes**
- Co-pay: **\$25** for UCSHIP @ In-Network Urgent Care, **\$10** for UCSHIP @ Immediate Care

Insurance Definitions

- **Health Insurance Marketplace**
 - Run by the state or federal government. It is one of the places you can shop and sign up for health coverage from private health coverage companies. If you are eligible for help from the government to pay for your health coverage, you will need to sign up there.
- **Health Maintenance Organization (HMO)**
 - A type of health plan where you only get care from a network of doctors in your area. You will need to choose a main doctor – primary care provider, from your health plan network.
 - If you need a specialist, you will likely have to go through your main doctor to get a referral in advance of any routine care.
- **Preferred Provider Organization (PPO)**
 - A type of health coverage plan that covers services from almost any doctor or hospital.
 - But you will almost always pay less for the same level of care when you go to one in your health plan network.
 - You don't usually need a referral from your primary care provider to see a specialist.

Insurance Definitions

- **Benefit Period**
 - From the start date to the end date of your coverage.
 - If you get care during this time, insurance covers the portion of cost they agreed to.
- **Premium**
 - The amount you pay the insurance company for your coverage, usually monthly.
 - If you have coverage through work, your employer may share the cost of your premium.
- **Coinsurance**
 - Your share of the costs for covered health care services, calculated as a percentage.
- **Co-pay**
 - A set dollar amount you pay for a covered service, such as a doctor visit.

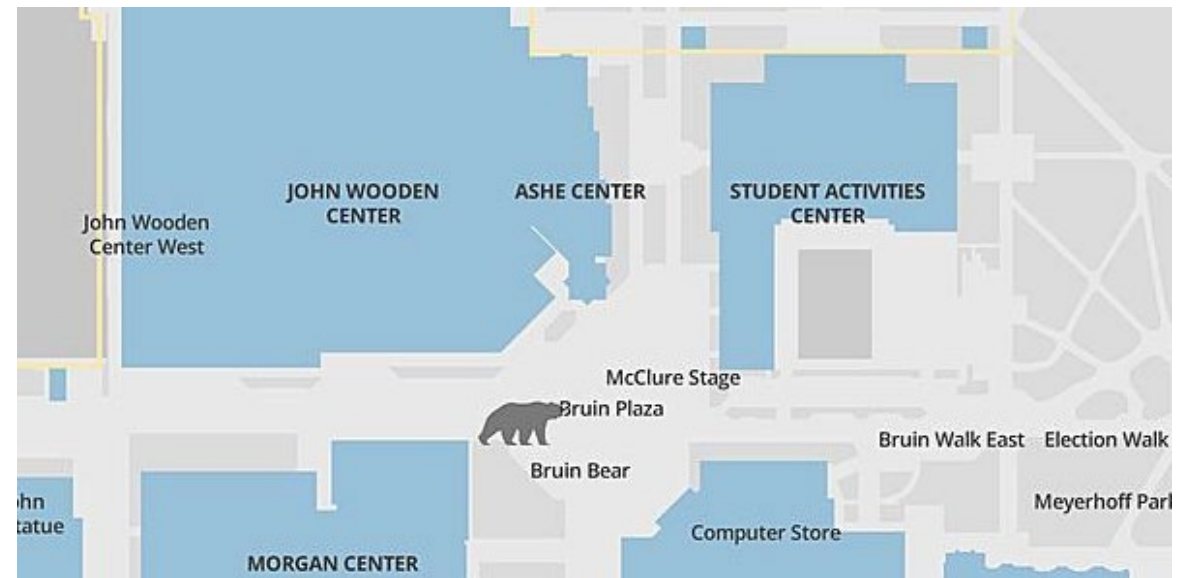
Insurance Definitions

- **Deductible**
 - A set amount of money you pay at first for covered health care services, before your health plan begins paying.
- **Out-of-Pocket Maximum**
 - The maximum dollar amount you will pay for covered services during the year.
 - After that, your plan will pay for the rest of your covered care that year.
- **Claim**
 - What a doctor submits to the insurance company so they can get paid.
 - It shows the medical services that were provided to you.
- **Referral**
 - A suggestion of a doctor or hospital to go to.
 - With certain health coverage plans, you may need to get a referral from your primary care provider to see a specialist or get other care.

Health Services on Campus

The Arthur Ashe Student Health and Wellness Center

- **Main Phone Line:** 310-825-4073
- **Location:** The Ashe Center, 221 Westwood Plaza, Los Angeles, CA 90095
 - Metered parking is available convenient to the Ashe Center in UCLA Lots 4 and 7
- **Hours of operation**
 - Monday: 8am-1pm, 2pm-4:30pm
 - Tuesday: 8am-1pm, 2pm-4:30pm
 - Wednesday: 8am-12:30pm, 2pm-4:30pm
 - Thursday: 8am-1pm, 2pm-4:30pm
 - Friday: 9am-1pm, 2pm-4:30pm
 - Closed Weekends & University Holidays



The Arthur Ashe Student Health and Wellness Center

- The Ashe Center serves as every UCSHIP students' medical home
- All UC students are **required** to have health coverage
- Medical services must be initiated at the Ashe Center and referrals are required for all non-emergent services outside of The Ashe Center
 - Claims will not be considered nor paid by Anthem Blue Cross without a valid referral from the Ashe Center
- UCSHIP is a comprehensive major medical insurance plan comprised of
 - Anthem Blue Cross **medical coverage**
 - Blue View Vision **vision coverage**
 - Delta Dental PPO **dental coverage**
 - **Mental/behavioral health coverage** coordinated by Counseling and Psychological Services (CAPS, BHS, NPI, Anthem network)

UCSHIP vs. Waived UCSHIP

- Health insurance is a condition for enrollment in the UC, students **MUST waive out** of UCSHIP every year if they choose/have other eligible coverage
 - Waiver criteria: <https://www.studenthealth.ucla.edu/insurance/benefits/waiving-uc-ship>
 - UCSHIP waiver typically opens in Summer and closes in September
- To enroll in UCSHIP, students/families do nothing (included on BruinBill)
 - Coverage period: September to September of each year, full year of coverage
- **ALL STUDENTS can use the Ashe Center services, even if they waive UCSHIP**
- Students can download their UCSHIP insurance information with the **SydneyHealth Mobile App**
- Students who waive UCSHIP can purchase **BruinCare** for \$60/quarter, pre-paid access to certain services at the Ashe Center (\$0 visits)



The Arthur Ashe Student Health and Wellness Center

- **The Ashe Center offers:**

- Primary Care
- Physical Therapy
- Gynecology Services
- Laboratory and Radiology Services
- Specialty Clinics
- Travel Clinic
- Dental Services via Campus Smiles
- U See LA Optometry in Ackerman Union
- Bruin Health Pharmacy in Ackerman Union

- We offer a 24/7 **Nurseline** and **LiveHealth** Online telehealth visits with Anthem providers
- Have UCSHIP but away from campus? Studying abroad? Is the Ashe Center closed?
 - 24/7 Nurseline (\$0)
 - Livehealth Online (\$0)
 - Urgent care (\$25)
 - Immediate care (\$10)
 - Emergency Room visit (\$175)

The Arthur Ashe Student Health and Wellness Center

- All UCLA students have an assigned PCP (Primary Care Provider) at The Ashe Center for continuity of care
 - The Ashe Center offers **interpreter services**. You can request for an interpreter through your Ashe provider, and an interpreter will connect over the phone for translation assistance.
- Appointment can be scheduled online, by phone, or in person (with Bruin ID Card)
 - **Same day appointment available (call when clinic opens)**
 - **Patient portal: telehealth video visits, secure messaging**
- With UCSHIP, Primary Care visits are \$0
- Without UCSHIP, in-person primary care and telehealth visits at \$25
 - Summer without UCSHIP: \$75
- The Ashe Center does not accept outside insurance plans, no cash or cards accepted
 - All fees are posted directly to BruinBill

How Charges Work at The Arthur Center

Service Type	UCSHIP	NON-SHIP	BruinCare
Primary Care Visit	\$0	\$25	\$0
Telehealth Visit	\$0	\$25	\$0
Doc Orders Rx	\$5 (generic)	Full cost	Full cost
Doc Orders Immunization (MMR)	\$0	\$141	\$141
Doc Orders X-Ray (In-House)	\$5	\$50	\$5
Flu Shot	\$0	\$25	\$25
Counseling Visit (@CAPS)	\$0	\$30	\$30

Fees are a snapshot and subject to change as insurance reimbursement rates fluctuate. Latest fee schedule always available on The Ashe Center website.

For more information on the fees and eligibility, please visit: <https://www.studenthealth.ucla.edu/fees>

What is Telehealth?

Telehealth

- Telehealth is the use of live, two-way audiovisual interactions between you and your provider through video visits
- Ashe Center offers telehealth services during business hours, LiveHealth Online offers 24-hour services.
- Connect with a provider using **Zoom or other video conferencing platform** on your computer or smartphone
- You can discuss symptoms, diagnosis, and treatment plans without having to leave your home or workplace
- Advantages of using telehealth services
 - Convenient access
 - Reduced wait times
 - Flexibility

Telehealth FAQ

- **Is telehealth secure and private?**
 - Yes. The Ashe Center uses a HIPAA-compliant method for conducting video visits through Zoom. This means the information is securely transmitted and is treated the same way it would be if you were meeting with your provider in person.
- **How to prepare for a telehealth appointment?**
 - Please see the Ashe Center telehealth visits flyer here <https://www.studenthealth.ucla.edu/file/23bb1fb7-12a4-495a-9707-d6da5fed89f8>
- **What do I need for a telehealth visit?**
 - You'll need access to a reliable, high-speed internet connection and a computer, smartphone or tablet with a video camera and microphone.
- **How much are telehealth visits?**
 - Both UCSHIP and BruinCare cover video visits with a \$0 copay. For patients who are not enrolled in UCSHIP or BruinCare, Telehealth appointment with an Ashe Center provider is \$25, and LiveHealth appointment is \$59 billed directly to the BruinBill account*.
- **Can I get care from specialists through telehealth?**
 - Yes, you can consult with Ashe specialists, including physical therapy, dietitian, sports medicine, allergy, and neurology.

*See [Fees & Eligibility](#) page for more information.

Telehealth FAQ

- **What conditions can be treated through telehealth at The Ashe Center?**

Acne	Allergies	Asthma	Anxiety/Depression Screening
Cold Sores	Constipation	Contraception Management	COVID Assessment, Questions & Concerns
Diarrhea	Diabetes Management	Ear Infections	Eye Concerns (Stye, Pink Eye)
Fatigue	Heartburn	High Blood Pressure Management	High Cholesterol Management
Immunization Recommendations	Medication Management & Refills	Migraine Headaches	Minor Wounds
Muscle & Joint Pain	PrEP/PEP	Rash	Referrals to Specialists
Respiratory Infections	Sleep Concerns	Smoking Cessation	Sprains/Strains
STI Testing	Strep Throat	Travel Consultation	Urinary Tract Infections

Policy on Sensitive Exams

Sensitive Exam

- A sensitive exam or procedure may involve a physical examination of breasts, genitalia or rectum
- Chaperones help ensure that sensitive exams and procedures are completed in a safe, comfortable, and considerate manner
- For more information, please visit our sensitive exam manual (different languages available)
 - [English](#)
 - [Spanish](#)
 - [Vietnamese](#)
 - [Korean](#)
 - [Chinese](#)
 - [Russian](#)

Chaperone FAQ

- **What does chaperone do?**
 - A chaperone is a specially trained member of the Ashe Center clinician team, and their job is to enhance the patient's and the provider's comfort, safety, privacy, security, and dignity during sensitive exams or procedures
 - During exam or procedure, the chaperone will stand in a location where it is possible to observe what is going on and assist as needed
- **Can I request a chaperone for exams that are not sensitive in nature?**
 - Yes. A chaperone may be requested for any type of examination
- **Can I decline to have a chaperone present during my exam/procedure?**
 - Yes. Patients who are 13 years and older can make their own medical decisions. patients can opt out when they arrive at the appointment
- **Can I request a chaperone of a specific gender?**
 - Yes. If you prefer a chaperone of a specific gender, please let us know when you arrive for your appointment. We will do our best to accommodate your request.

Immunization Requirements

Arthur Ashe Student Health and Wellness Center

Immunization Requirements

- All newly-admitted incoming UCLA students must provide documentation of vaccination or immunity to certain infectious diseases*
 - MMR, Varicella, Tdap, Tuberculosis, Hepatitis B, Meningococcal (Oct 1)
 - Influenza & COVID-19 Bivalent Vaccine (Nov 1)
- Students can satisfy these requirements through The Ashe Center Patient Portal online
 - Document upload is **REQUIRED** to verify compliance
- **Option to decline for flu/COVID**
 - Those who choose to decline **MUST** submit the declination using The Ashe Center Patient Portal (Medical Clearances section) to fulfill this requirement
- For help completing the requirement, please contact our staff through The Ashe Center Patient Portal using the “immunization requirement question” option in messages
- For more information, please visit: <https://immunizationrequirement.ucla.edu/>

*Subject to change. Each professional school may have additional requirements, please check with your home department for details.