

## ELIGIBILITY and FEES\*

Student Health and Wellness provides care for all UVA students that are charged the comprehensive fees with their tuition. There are no costs associated with visits to SHW professionals as they have been pre-paid with tuition as mandatory fees. However, there are charges for medications, lab tests, supplies for certain treatments, immunizations and allergy injections, and copies of your medical record. These charges are billed to the student's account approximately one week after service is rendered as SHW does not collect payment at time of service. The Laboratory and Pharmacy located in SHW are satellites of the UVA Health System and therefore will file prescription and lab charges to most insurance companies. Students who receive services in the community, such as the UVA Health Emergency Department, will have their insurance billed and will be responsible for any payment balance.


*\*All UVA students are eligible to receive services from the Student Disability Access Center free of charge.*

## HEALTH INSURANCE

All students are required to have health insurance to cover the costs of hospitalization, outpatient diagnostic tests and procedures, and prescriptions. Students may enroll in the health insurance plan sponsored by the University, Aetna Student Health, or another plan of their choice that meets the University's annual health insurance requirements. Information about the UVA Student Health Insurance Requirement and application process can be found at: [www.studenthealth.virginia.edu/insurance](http://www.studenthealth.virginia.edu/insurance)

## STUDENT INVOLVEMENT

The Student Health Insurance Committee (SHIC) includes undergraduate and graduate/professional students from across UVA with participation by SHW faculty and staff. Student members bring the user's perspective to planning, implementing, and evaluating our health care services and the University-sponsored student health insurance plan. Similarly, the Student Health Advisory Committee (SHAC) comprises students who help advise SHW on our services and programming. Their focus varies from year to year, and their input and guidance is invaluable.



# UNIVERSITY of VIRGINIA

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# STUDENT HEALTH & WELLNESS

550 Brandon Avenue

P.O. Box 800760

Charlottesville, VA 22908

(434) 924-5362

[www.studenthealth.virginia.edu](http://www.studenthealth.virginia.edu)

[studenthealth@virginia.edu](mailto:studenthealth@virginia.edu)

Facebook, Twitter, Instagram:

@uvahealthyhoos

## Dear UVA Student,

The faculty and staff within the Department of Student Health and Wellness (SHW) are excited about this next academic year! We anticipate an expansion of services in our new, state of the art building on Brandon Avenue. SHW provides all students with high quality and confidential health care, counseling, health promotion, and disability access services. As a student, you will face many challenges and choices during your tenure with the University, and we believe that your academic success and participation in extracurricular activities require good health and well-being.

Our goals are to help you maintain your health through education and prevention and to restore your health when necessary by treatment of illness, injury, or stress. As your partner, we want to increase your appreciation of the importance of healthful behaviors, assist you in developing self-care skills, and help you learn how to be an effective consumer of health resources. The personnel within SHW are both care-providers and teachers. Not only do we regard each student encounter as an opportunity to positively affect your health and behaviors, but we are also involved in formal education and research throughout the University.

Please come see us! We will assist you in recognizing when and what services are needed, provide evidence-based care, and/or help you obtain specialized referrals if required. You are the reason we are here, and we welcome your use of the resources we offer. On behalf of the entire staff, we would like to contribute to your enjoyment and academic success as a UVA student.



Christopher Holsteg, MD, Executive Director

## CONFIDENTIALITY

Information in your medical record is confidential and will not be discussed or released to anyone outside of Student Health and Wellness without your permission. Exceptions include those instances or circumstances that are mandated by law or medical necessity.

**OFFICE OF HEALTH PROMOTION  
(434-924-1509, First Floor)**

The Office of Health Promotion (OHP) works in partnership with students to help them achieve optimal well-being and health. Services include nutrition counseling with registered dietitians, WahooWell well-being coaching, a Collegiate Recovery Program (CRP), and individual consultations with professional staff. OHP oversees annual data collection on UVA student health behaviors and beliefs, the Stall Seat Journal, the University's Hoos Got Your Back bystander education campaign, and sexual harm prevention work. OHP coordinates the Peer Health Educators (PHEs), a diverse group of students who work to empower their peers and promote a healthy, inclusive culture of well-being at UVA through peer-to-peer health education and outreach presentations and events.

**STUDENT DISABILITY ACCESS CENTER  
(434-243-5180, First Floor,  
studenthealth.virginia.edu/SDAC)**

The Student Disability Access Center (SDAC) provides a wide range of services to students with disabilities. These services are individualized for each student based upon submitted documentation and an interactive dialogue between the student and SDAC staff. Some accommodations include, but are not limited to: exam accommodations, note taking services, sign language interpreting services, electronic course materials, and disability-related housing requests. Screening evaluations are available for any student with academic concerns. If you have a documented disability, or suspect you may have one, we encourage you to contact SDAC.

**COUNSELING & PSYCHOLOGICAL SERVICES  
(434-243-5150, Fourth Floor)**

Counseling and Psychological Services (CAPS) provides a range of mental health services including psychological and psychiatric assessment; individual, group, and couples psychotherapy; medication management; referral support; and 24-hour crisis consultation. Students receive an initial assessment within a few business days which determines the next step in their care. CAPS also provides outreach, prevention, and community-based services.

**MEDICAL SERVICES  
(434-982-3915, Second Floor)**

Medical Services provides a broad range of outpatient care, including preventative screening and services, care for acute and chronic conditions, office-based procedures, travel medicine, immunizations, same-day observation, and an allergy clinic. Most services are provided during in-person appointments while select appointments may be via telehealth. After hours telephone assessment for urgent care needs is available. Medical Services staff work collaboratively with staff throughout the Department to offer multidisciplinary services to students with specialized needs. When specialty treatment is necessary, clinicians arrange referrals to specialists within Student Health and Wellness, UVA Health, or a community provider. Clinicians emphasize continuity of care, health education, mental wellness, and disease prevention.

**SUPPORT SERVICES  
UVA HEALTH CLINICAL LABORATORY  
(434-924-1536, SECOND FLOOR)**

The UVA Health Satellite Laboratory located in the Student Health and Wellness (SHW) building obtains laboratory specimens which are then processed at the UVA Health Core Lab. UVA Health files claims for lab charges to most insurance companies. Coverage is dependent upon the student's benefit plan.

**NOTE:** Some labs can be obtained and processed on site by the clinician during the visit. Charges are billed to student's SIS account, and students can submit to their insurance company for possible reimbursement. More information about on-site point of care lab charges can be found at [studenthealth.virginia.edu/student-charges](http://studenthealth.virginia.edu/student-charges)

**UVA HEALTH PHARMACY (FIRST FLOOR)  
(Ph: 434-924-1544 / Fax: 434-243-0182)**

The UVA Health Pharmacy located in Student Health and Wellness (SHW) fills prescriptions from SHW providers, as well as from outside prescribers. Avoid waiting and use the pharmacy refill website to transfer prescriptions to our pharmacy or to have refills ready upon arrival. Students must bring a copy of their insurance card with them to the Pharmacy, and most prescription insurance plans are accepted. Over-the-counter medications and personal care items can also be purchased.

The Pharmacy is open weekdays during fall + spring semesters from 9:00AM - 5:00PM and during summer session + breaks from 8:30AM - 4:30PM (closed for lunch 1:00PM - 1:45PM).

**APPOINTMENTS**



Many appointments can be made online: [www.healthyhoos.virginia.edu](http://www.healthyhoos.virginia.edu) (login using UVA Netbadge) or by calling the appropriate department. Plan to arrive at SHW at least 15 minutes before your scheduled appointment time.



**HOURS**

*Come visit us!*

FALL + SPRING SEMESTERS	Weekdays 8:00AM - 5:00PM
SUMMER SESSION + BREAKS	Weekdays 8:00AM - 4:30PM

**IMPORTANT #s**

Aetna Student Health Plan.....1-800-466-3027  
 Billing Questions.....(434) 243-2794  
 After-Hours Urgent Call Line.....(434) 297-4261  
 Insurance Liaison.....(434) 243-2702  
 Medical Records.....(434) 924-1525  
 Referral Office.....(434) 982-2654  
 UVA Hospital (Emergency Room).....(434) 924-2231