

## Optum student health services: Frequently asked questions

### What are the hours of Optum Student Health Services?

We are open Monday through Friday 9 a.m. to 6 p.m.

### How do I make an appointment or contact student health services?

Call us at: (617) 879-5220

Our fax number is: (617) 879-5221

We are located at 578 Huntington Avenue on the second floor of the Treehouse Residence Hall.

### What services are provided by Optum Student Health Services?

- Wellness care
- Urgent care
- Management of chronic health issues
- Immunizations
- Screening for sexually transmitted infections (STIs)
- Pregnancy testing
- Birth control
- Pap smears
- Allergy injections
- Psychiatric consultations and treatment
- Labs
- Sports physicals
- Routine physicals
- Telehealth visits
- common skin conditions

### What insurances are accepted by Optum Student Health Services?

- Aetna
- BCBS of Massachusetts
- Cigna
- Harvard Pilgrim
- Medicaid (Mass Health) ONLY Standard Care
- Neighborhood Health Plan
- UnitedHealthcare
- Tricare (in and out of network)
- AllWays Health partners
- Multiplan

### Do I need health insurance to be seen at Optum Student Health Services?

No. If you do not have insurance, we will gladly provide service. On the day of your visit, you will be given a Fee for Service form. Please call Billing services within one business day of your visit at 1-800-249-6365 for estimated costs.

### Does my college offer a student health insurance plan?

Yes. For more information, see your school's website:

- Wentworth: [wit.edu/admissions/student-services/billing/health-insurance](http://wit.edu/admissions/student-services/billing/health-insurance)
- MCPHS: [mcphs.edu/admission-and-aid/financial-services/health-insurance](http://mcphs.edu/admission-and-aid/financial-services/health-insurance)
- MassArt: [massart.edu/health-insurance](http://massart.edu/health-insurance)

### Will my mental health services be covered by Optum Student Health Services?

Please call the mental health services number on your insurance card to verify if Optum Student Health Services is in-network. Ask about any cost for which you may be responsible.

### What should I bring to my appointment?

Please bring your insurance card and your student ID to every appointment. If you are coming in for immunization services, please bring your past immunization records with you.

### Will I have to pay for services on the day of my visit?

No, you will not be asked for payment for service at the time of your visit. Under the terms and conditions specified in the Student Administrative Health Fees plan document (available through your school), each school has agreed to assume up to the first \$35 of the patient responsibility portion of the cost of your visit. You will be billed for any remaining patient responsibility from your visit.

## What should I do if I have a question about my health services bill?

Please call our Billings Inquiry Helpline at 1-800-249-6365. A representative is available Monday to Friday from 8 a.m. to 7 p.m. EST to assist with any inquiries or problems with your bill.

## Is Optum Student Health Services open during school breaks?

Yes, we are open for winter, spring and summer break. We are closed on weekends, during inclement weather (please check your school for notification on weather-based closing) and for major holidays.

## I have a condition that requires me to take medication daily. Who can prescribe my long-term prescriptions?

Medical providers at Optum Student Health Services can manage chronic illnesses, refill medications and coordinate care with your primary care physician. Our services also include diagnosis and treatment of mental/behavioral health disorders by a behavioral health nurse practitioner.

## Can I still be seen if I already have a primary care physician at home?

Yes. Your health insurance plan may require you to get a referral from their office before you are seen at Optum Student Health Services.

## Are there any changes in services due to COVID-19?

Due to COVID-19, Optum Student Health Services is maintaining a no guest policy. We ask you to follow your school's COVID-19 policy. Please be prepared to show the green "cleared" sign on your CoVerified app upon arrival to our office. Please call student health services in advance if you are restricted on the CoVerified app. We are continuing to offer telehealth appointments upon request, if you are restricted on the CoVerified app, or as otherwise indicated. When entering student health services, we may ask you to replace your face covering with a surgical mask from our office. We encourage all patients to sign up for the FollowMyHealth portal – ask us about it at your next appointment.

## How can I access my medical record and lab results?

You can access your record and results through our patient portal. Please ask us for instructions on how to sign up for the portal at your next appointment.

## What if I need urgent care after hours?

The following health care facilities are nearby and may be accessed when Optum Student Health Services is closed. **In case of a life-threatening emergency, you should call 911, go to your nearest emergency room or contact your school's public safety line.**

### Mass General Brigham Urgent Care

1285 Beacon Street  
Brookline, MA 02446  
617-751-6205  
massgeneralbrigham.org

### Brigham and Women's Hospital

75 Francis St.  
Boston, MA 02115  
617-732-5636

### Beth Israel Lahey Health

1 Deaconess Road  
Boston, MA 02215  
617-754-2400

### Harvard Vanguard Medical Associates, Urgent Care

133 Brookline Ave, 4th Floor  
Boston, MA  
617-421-1112  
<https://www.atriushealth.org/specialties-and-services/urgent-care>

### Whittier Street Health Center

Frederica M. Williams Building  
1290 Tremont Street  
Roxbury, MA 02120  
617-427-1000  
<https://www.wshc.org>

This information is not intended to replace the advice of a physician. It is information that is generally available. Each person has unique medical needs based on several factors including age, genetics, body type and build, medications, exposures to illness and medical history, to name a few. Always seek the advice of a physician or other qualified health care provider with any questions you may have regarding a medical condition that you are experiencing. If you are suffering from a non-emergent medical situation, it is suggested that you visit the nearest MedExpress center or your family physician. If you believe you are experiencing a medical emergency, call 911.

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