

Healthcare at Arizona State University



International Orientation 2018

U.S. healthcare system

- Very different than most countries
- Extremely expensive without health insurance
- Need student health insurance
 - keep you healthy
 - pay most of your healthcare cost
 - protect you from very expensive bills
- Have to pay some out of pocket expenses although you have health insurance
- Important to know some basic guidelines



Student Health Insurance

- Aetna Student Health
- Required for all F1/J1 visa students except approved sponsored students
- Fall 18 Coverage 8/16/18-12/31/18 (Early Arrival 7/19/18)
- Dental insurance or discount program can be purchased separately through Aetna Student Health



Where do I go for services?

- ASU Health Services/ASU Counseling on campus are your first stop
- Off campus specialists/providers with a referral
- ASU Health Services after hours medical advice
- Off campus urgent care clinic for immediate concerns (non emergency) when health center is closed
- Emergency dial 911 or go to the nearest emergency room



How much do services cost?

On Campus (ASU Health Services)

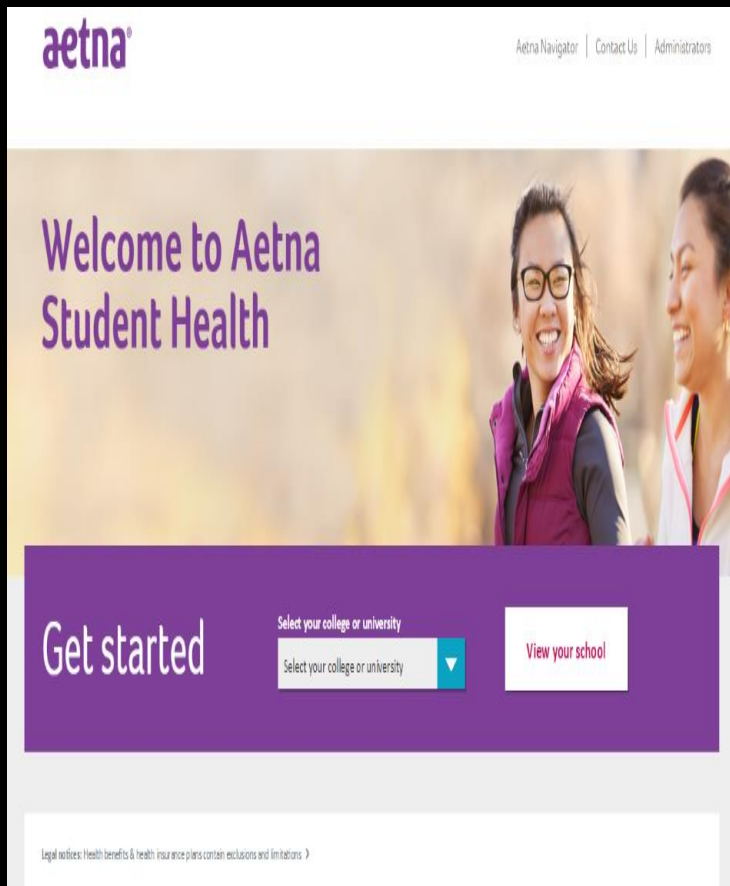
- general visit - \$15 copay
- lab/x-ray - \$10 copay
- Specialist visit - \$25

Off campus providers (Urgent care, ER, Hospital)

- In-network specialist visit - \$25 copay (referral required)
- In-network Urgent care - \$25
- Emergency room visit - \$200 copay
- In-network hospitalization/surgery - \$250 medical deductible and 20% coinsurance
- Prescriptions - \$125 deductible then \$15/\$40/\$80



To print out your ASU Aetna Student Health insurance card visit www.aetnastudenthealth.com



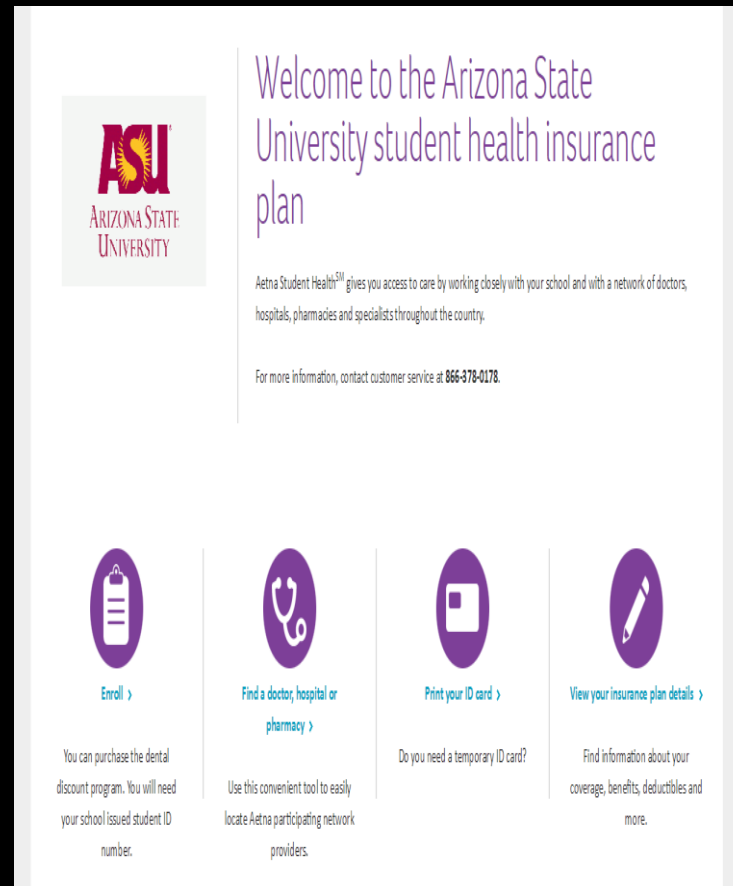
The header of the Aetna Student Health website features the Aetna logo in the top left corner. To its right are navigation links for "Aetna Navigator", "Contact Us", and "Administrators". Below the navigation is a large banner image of two young women smiling. The text "Welcome to Aetna Student Health" is overlaid on the left side of the banner. At the bottom of the banner is a purple bar with the text "Get started" and two buttons: "Select your college or university" (with a dropdown menu) and "View your school".

aetna Aetna Navigator | Contact Us | Administrators

Welcome to Aetna Student Health

Get started Select your college or university View your school

Legal notices: Health benefits & health insurance plans contain exclusions and limitations. >



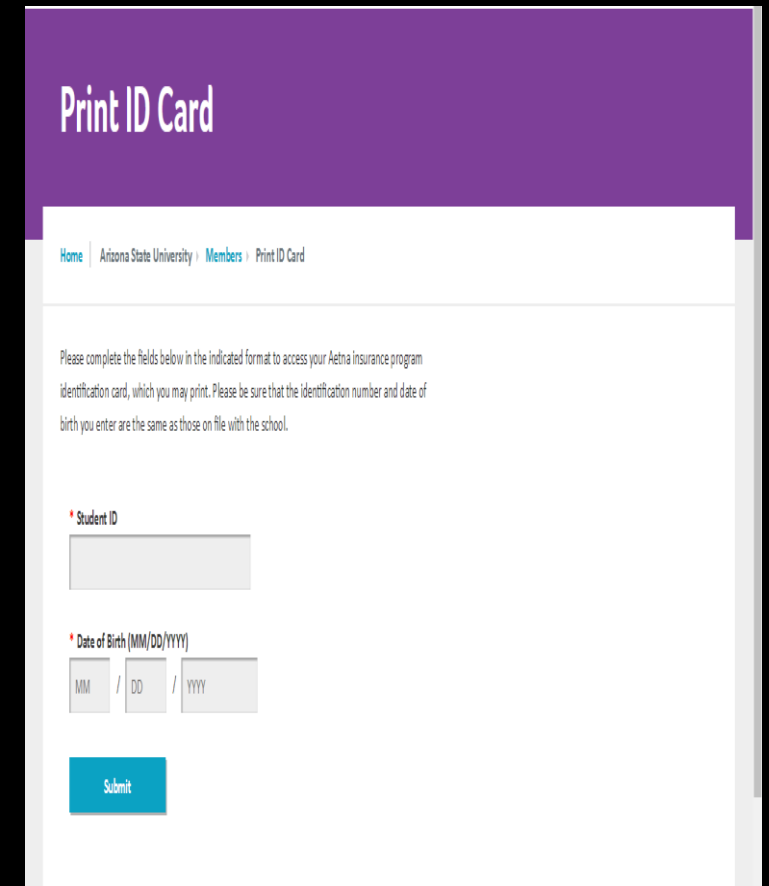
The Arizona State University student health insurance plan page features the ASU logo in the top left. The main heading is "Welcome to the Arizona State University student health insurance plan". Below this is a paragraph explaining that Aetna Student Health provides access to care through a network of providers. A contact number for customer service is provided. The page is divided into four columns, each with an icon and a link: "Enroll", "Find a doctor, hospital or pharmacy", "Print your ID card", and "View your insurance plan details".

Welcome to the Arizona State University student health insurance plan

Aetna Student HealthSM gives you access to care by working closely with your school and with a network of doctors, hospitals, pharmacies and specialists throughout the country.

For more information, contact customer service at **866-378-0178**.

- Enroll >** You can purchase the dental discount program. You will need your school issued student ID number.
- Find a doctor, hospital or pharmacy >** Use this convenient tool to easily locate Aetna participating network providers.
- Print your ID card >** Do you need a temporary ID card?
- View your insurance plan details >** Find information about your coverage, benefits, deductibles and more.



The "Print ID Card" page has a purple header with the title "Print ID Card". Below the header is a breadcrumb trail: "Home | Arizona State University | Members | Print ID Card". A paragraph of instructions asks the user to complete the fields below in the indicated format. The form includes a "Student ID" field, a "Date of Birth (MM/DD/YYYY)" field with separate boxes for MM, DD, and YYYY, and a "Submit" button.

Print ID Card

Home | Arizona State University | Members | Print ID Card

Please complete the fields below in the indicated format to access your Aetna insurance program identification card, which you may print. Please be sure that the identification number and date of birth you enter are the same as those on file with the school.

* Student ID

* Date of Birth (MM/DD/YYYY)

MM / DD / YYYY

Submit

ASU Health Services

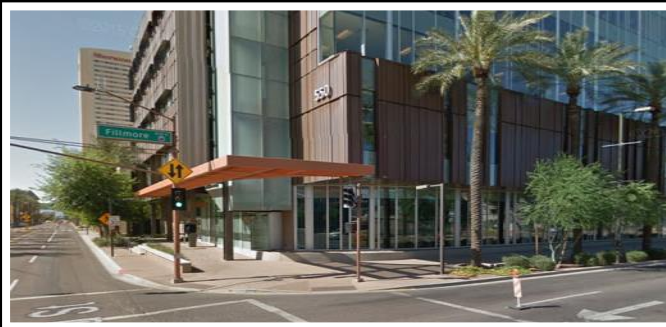
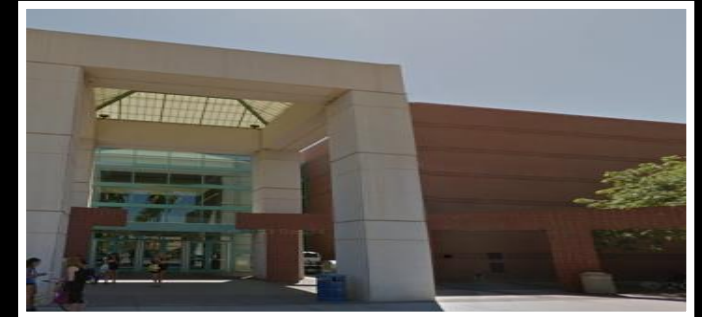
TEMPE

Monday-Thursday
8 a.m. to 7 p.m.
Tuesday-Wednesday-Friday
8 a.m. to 6 p.m.
Saturday
10 a.m. to 4 p.m.



POLYTECHNIC

Monday-Thursday
8 a.m. to 7 p.m.
Tuesday-Wednesday-Friday
8 a.m. to 5 p.m.
Saturday
10 a.m. to 2 p.m.



DOWNTOWN

Monday-Thursday
8 a.m. to 7 p.m.
Tuesday-Wednesday-Friday
8 a.m. to 5 p.m.
Saturday
10 a.m. to 2 p.m.

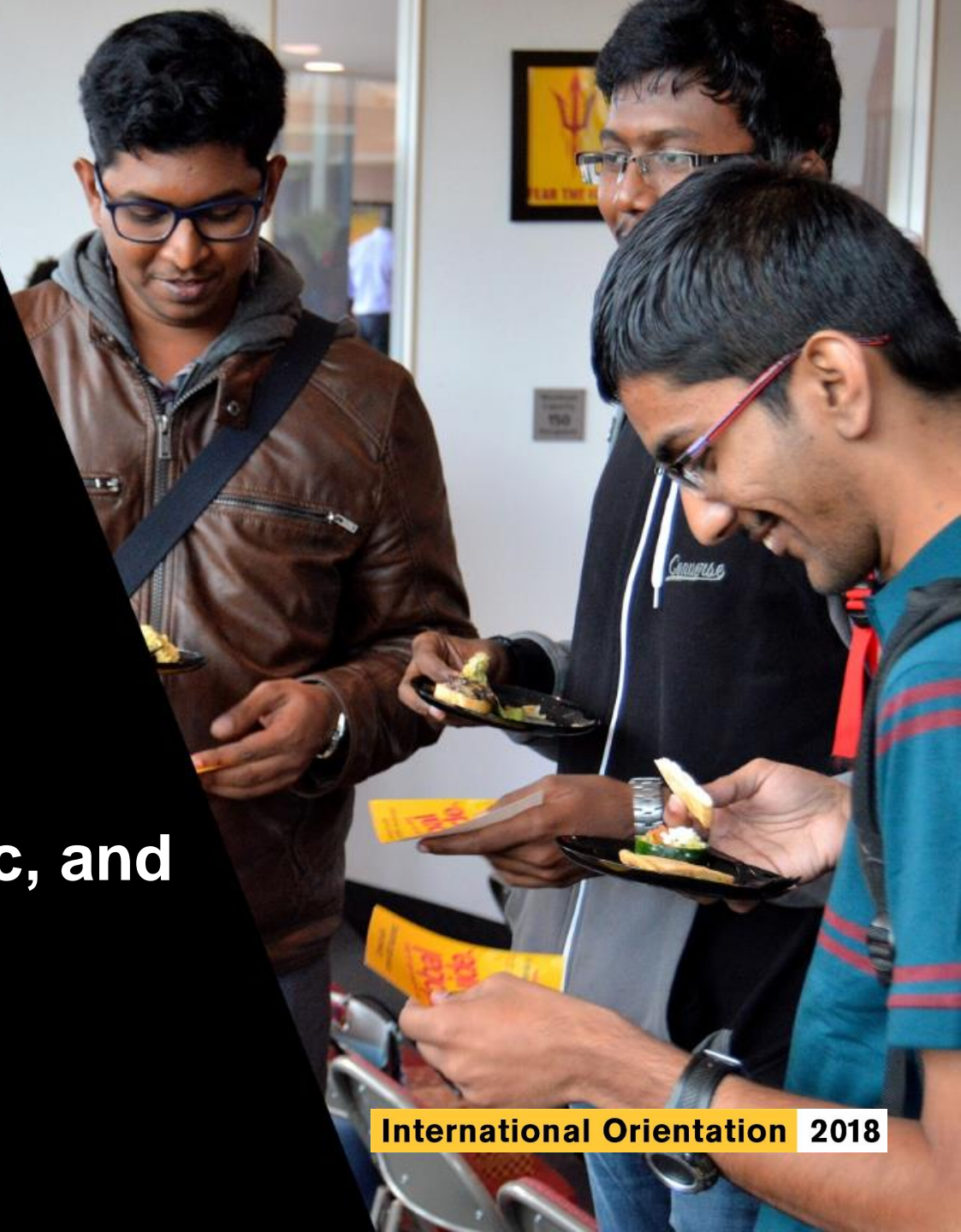


WEST

Monday-Thursday
8 a.m. to 7 p.m.
Tuesday-Wednesday-Friday
8 a.m. to 4:30 p.m.
Saturday
10 a.m. to 2 p.m.

ASU Health Services

- Primary Care/Preventive Care
- Women's Health
- Lab
- X-Ray
- Vaccines
- Travel Medicine
- Massage, Acupuncture, Chiropractic, and Nutrition counseling
- Many more services



Scheduling appointments made easy

- **Online – My ASU Patient Portal**
- **Phone (480) 965-3349**
- **Welcome Desk**
- **Walk-in appointments available**

ASU Counseling

TEMPE

Student Services Building
Room 334



POLYTECHNIC

Academic Center
Suite 92



DOWNTOWN

History Post Office
Suite 208



WEST

University Center Building
Room 221

ASU Counseling Services

- Confidential
- Counselors highly trained and experienced
- Help adjust to university life
- Help meet academic goals
- Assessments
- Individual/couples counseling
- Group Counseling
- 24 ASU dedicated crisis hotline



International Orientation 2018

Scheduling appointments made easy

- **Phone (480) 965-6146**
- **Welcome Desk**
- **Walk-in appointments available**

Visits to ASU Health Services and ASU Counseling ...

- **Billed to your insurance**
- **Charged directly to your student account**
- **Important to get the health care you need**

Information and Assistance

- **ASU Health Services**
(480) 965- 3349 or <https://eoss.asu.edu/health>
- **ASU Health Services Insurance Department**
(480) 965-2411 or insurance@asu.edu
- **ASU Counseling**
(480) 965-6146 or <https://eoss.asu.edu/counseling>
- **Empact 24 hour ASU dedicated crisis hotline**
(480) 921-1006
- **Aetna Student Health Insurance**
1-800-378-0178 or <https://www.aetnastudenthealth.com>



<https://eoss.asu.edu/health>

ASU [®]

The logo features the letters 'ASU' in a bold, maroon, serif font. A bright yellow sunburst graphic is positioned behind the letters 'S' and 'U', with its rays extending across them. A registered trademark symbol (®) is located to the upper right of the letter 'U'.