

Support and Education for Managing Health, Wellness and Self Care

Wednesday, July 29, 2020, 2 pm central



Parent Programs

TULANE UNIVERSITY

SUMMER 2020 PARENT WEBINAR SERIES

INSTRUCTIONS FOR TODAY'S WEBINAR

- Parent participants' microphones are muted, and chat is disabled in this Zoom webinar format.
- Please hold questions until we tell you to type them in. Use the Q & A icon in your controls to submit questions. Questions submitted early may be skipped. Please help us manage the Q & A section efficiently.
- Please keep your questions on this topic. An topic outline will be shared at the beginning of the presentation to define the scope of today's presentation.
- The PDF of the slides and a link to the video recording of the webinar will be posted next week on <https://parents.tulane.edu/webinars-tutorials>.
- Department contact information will be shared in the presentation for your reference later.

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PANELISTS:

Donna Bender, Director, The Counseling Center

Marius Commodore, Medical Director, Campus Health

Alicia Czachowski, Director of Public Health Initiatives and Assessment,
Campus Health

Maeghan Livaccari, Director, Operations and Auxiliary Services, Campus Health

Shone Sretchings, Clinic Manager, Student Health Center, Downtown

Catherine Tyner, Director, Case Management & Victim Support Services

MODERATOR:

Penny Wyatt, Director, Parent Programs and External Relations,
Division of Student Affairs

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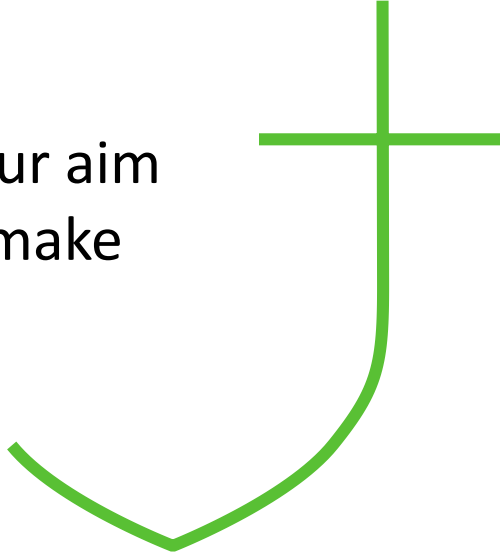
CASE MANAGEMENT AND VICTIM SUPPORT SERVICES


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CASE MANAGEMENT & VICTIM SUPPORT SERVICES


Case Management services are designed to support students throughout their college career so that they may achieve their academic and co-curricular goals. Case management is provided to students who are considered high-risk, who are in distress, or who self-identify as needing additional non-clinical supports.

Victim Support Services is a specialized function within CMVSS. Our aim is to empower students who are victims and survivors of crime to make informed decisions in their recovery process.

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CMVSS provides outreach to and meets individually with students who are struggling with any number of personal and academic issues

- Behavioral health concerns and issues
 - Substance misuse
 - Multiple or complex medical needs
 - Hospitalization coordination and support
 - Academic concerns
 - Grief and loss
 - Temporary illness or injury needing short-term accommodations
 - Issues with transition to college
- 



CMVSS provides a variety of response and support to victims and survivors of various forms of violence, including:

- **sexual assault**
 - **stalking**
 - **intimate partner/dating violence**
 - **physical assault/intimidation**
 - **hazing**
 - **robbery/burglary**
- 

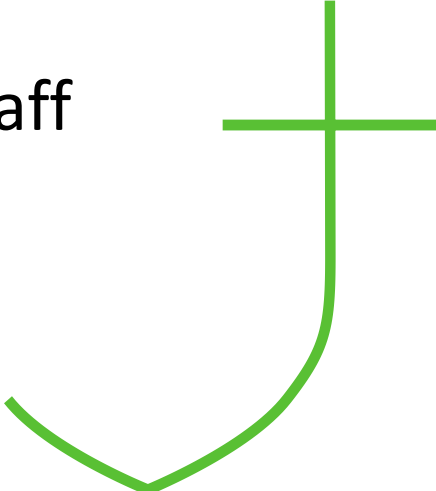
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CONNECTING with CMVSS

During regular business hours, you may seek support by

- calling (504) 314-2160,
- walking in to the [The Office of Case Management and Victim Support Services](#) located on the Garden Level of the Lavin-Bernick Center Suite G02, or
- by filing an online report at <https://tulane.edu/concerns>.
- You may also call the Tulane University Police Department directly at (504) 865-5911 for emergencies at any time.

The Division of Student Affairs provides a 24/7 professional staff on call for urgent situations and can be reached by calling (504) 920-9900 or by filing an online report at <https://tulane.edu/concerns>.

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Type of issue	Who to contact & how	Or use online form?
concerning	CMVSS 504-314-2160	Tulane.edu/concerns
urgent	CMVSS 504-314-2160 (during business hours or leave message) Student Affairs Professional on Call (504) 920-9900 (outside of business hours)	Tulane.edu/concerns
emergency	TUPD 504-865-5911	Call!





Campus Health

TULANE UNIVERSITY

*Leading the Tulane Community in advancing
student health and well-being*

Health Center Staff

- ▶ Full-time providers
 - Medical Office Assistant (MOA)
 - Nurses (LPNs, RNs)
 - Mid-level Providers (NPs)
 - Dietitian (RD)
 - Providers (MDs)
 - Licensed behavioral health providers



Health Centers – Uptown and Downtown

- ▶ Primary Care
 - General practitioners for common health needs
- ▶ Preventive Health
 - Sexual and Reproductive Health
 - Allergy Injections and Vaccinations
 - Travel Health Consultation
 - Nutrition Services
 - LGBTQ+ Health
- ▶ Behavioral Health
- ▶ Referral Coordinator



Appointments and Same-Day Visits

- ▶ Appointment-based clinic - online scheduling is available
- ▶ Same-day visits – in person and telehealth



Nurse Advice

- ▶ **Nurse Advice Line (available 24/7): 504-862-8121**
- ▶ Helps to make decisions – whether to make an appointment or request a same-day visit
- ▶ Self-care measures
- ▶ Answer medication questions
- ▶ Health Center staff follows up to assist student in any ongoing care

Immunization Compliance

- ▶ All students who have been admitted to Tulane University are required to provide proof of immunization compliance prior to arriving at Tulane.
- ▶ Failure to meet these requirements will result in an Enrollment Hold being placed on the student's account.

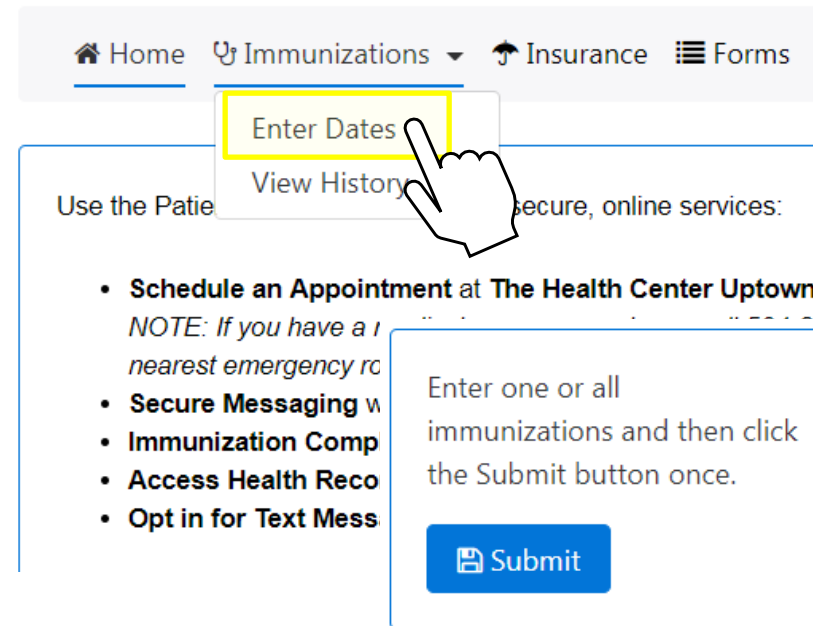
campushealth.tulane.edu/immunizations

Campus Health

campushealth.tulane.edu

How to Submit the Form

- ▶ Log into the Tulane Campus Health Patient Portal using Tulane email address (without the @tulane.edu) and email password.
- ▶ Enter dates.
- ▶ Upload scanned document(s) using the "Upload Documents" link.



Insurance and Billing

- ▶ Health insurance provider determines co-pay.
- ▶ In network for:
 - Aetna | Blue Cross Blue Shield
 - Cigna | Humana | United HealthCare
- ▶ Check with insurance to see if we are in network.
- ▶ We will submit claims to student's insurance company.
- ▶ Students are responsible for any charges not covered by their plan.



campushealth.tulane.edu/billing

Health

h.tulane.edu

Patient Portal

- ▶ Schedule appointments
- ▶ Check in for appointments
- ▶ View lab results
- ▶ View billing statements
- ▶ Complete required forms
- ▶ Upload insurance card
- ▶ Update student's profile
- ▶ Communicate with providers via secure messaging
- ▶ Opt in for text messages



Upcoming Appointments

campushealth.tulane.edu/emergency

- ▶ Emergencies by topic
 - Alcohol, Mental Health, Sexual Assault
- ▶ Tulane Emergency Medical Services / Ambulance
- ▶ Urgent Care/After Hour Medical Care
- ▶ Pharmacies
- ▶ Emergency Rooms

- ▶ **TUPD Downtown:**
504-988-5555 (Ext. 85555)
- ▶ **TUPD Uptown:**
504-865-5911 (Ext. 55911)

THESE NUMBERS ARE ON
THE BACK OF THE SPLASH CARD!

Campus Health

campushealth.tulane.edu

Our Pharmacists – Your Medication Experts

- ▶ Prescription services
 - ▶ New, Refills, Transfers
- ▶ Over-the-counter products
- ▶ Educate patients on the use of prescriptions and over-the-counter medications

Prescription Fulfillment

- ▶ Accepts prescriptions from:
 - Tulane affiliated providers
 - Non-Tulane affiliated providers
- ▶ Always bring the following to the pharmacy:
 - Tulane Splash ID
 - State-issued ID or Passport
 - Prescription benefit card
 - Payment method

Counseling Center Locations: Uptown and Downtown



Uptown:

Building 103 – Main Office

Diboll Complex, 1st Floor (near the Reily Center)

Downtown:

127 Elk Place

Tulane University School of Social Work
Room 261, in the Health Center

Getting Started

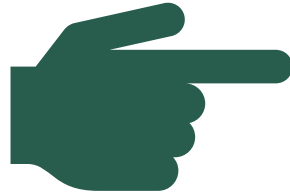


Initial Consultation

Schedule online via the Campus Health Patient Portal (campushealth.tulane.edu/patient-portal) or by calling **504-314-2277**.

The consulting clinician will discuss any mental health concerns the student has and help them determine whether Counseling Center, campus, or community resources might be helpful to them.

Service Options



Next Steps

If needed, the Counseling Center consulting clinician will work with the student to identify possible options for ongoing support:

- ▶ Brief individual therapy
- ▶ Support groups
- ▶ Workshops
- ▶ Care coordination
- ▶ Psychiatry and medication management
- ▶ Other relevant campus services

Crisis Support

- ▶ **Tulane's 24/7 crisis phone support**
The Line, 504-264-6074
- ▶ **Same-day initial consultation appointments**
Call 504-314-2277 or schedule via Patient Portal.
- ▶ **Tulane University Police Department**
504-865-5911
- ▶ *Worried about a friend?*
tulane.edu/concerns
File a report and someone from Student Affairs
will check in with them.



Call or text
504-264-6074

campushealth.tulane.edu/counseling-center/crisis-support

Campus Health

campushealth.tulane.edu

Plan Ahead

- ▶ Students with ongoing mental health care needs are encouraged to arrange services in the New Orleans community prior to the beginning of the semester.
- ▶ The Counseling Center Care Coordinator is here to help students find an appropriate provider:
carecoordinator@tulane.edu or
504-314-2277



Health Insurance Requirement

- ▶ Tulane requires degree-seeking students and Tulane-sponsored students in J-1 status to have insurance coverage that meets or exceeds University standards for adequate insurance.
- ▶ This requirement applies to:
 - degree-seeking, dissertation students and research assistants.
 - degree-seeking students who may live off campus, participate in out-of-town internships, or study abroad for any length of time during the academic year.
- ▶ This requirement does not apply to:
 - School of Professional Advancement students.
 - distance learning students.

Read the standards:
campushealth.tulane.edu/insurance-standards

Campus Health

campushealth.tulane.edu

International Student Requirement (New)

- ▶ International students (any enrolled student who is not a U.S. citizen or permanent resident) must enroll in T-SHIP, beginning summer 2020.
- ▶ Returning international students may request a one-year exception for 2020-2021 academic year via the waiver process.
- ▶ No exceptions will be granted beyond the 2020-2021 academic year.

Take Action: Enroll or Opt-out of T-SHIP

- ▶ Domestic or returning international students must obtain an approved waiver from Gallagher Student Health & Special Risk or enroll in T-SHIP
- ▶ If a student fails to take action before August 15, they will be automatically enrolled in T-SHIP for the academic year, and the premium will be assessed to their account. **Take action before the deadline to avoid being charged.**

Deadlines posted at:

campushealth.tulane.edu/health-insurance-requirements

Campus Health

campushealth.tulane.edu

Health Insurance Requirement

- ▶ Notifications are sent to all students' Tulane email addresses:
 - **From United Healthcare Student Resources:** instructions on how to enroll in T-SHIP
 - **From Gallagher Student Health and Special Risk:** instructions on how to submit a waiver request for approval to opt out of T-SHIP

Deadlines posted at:
campushealth.tulane.edu/health-insurance-requirements

Campus Health

campushealth.tulane.edu

Enrolling in the Tulane-sponsored Student Health Insurance Plan (T-SHIP)

- ▶ Tulane-sponsored Student Health Insurance Plan (T-SHIP) is currently provided by United Healthcare Student Resources (UHCSR).
- ▶ The UHCSR coverage is a platinum plan
- ▶ Premium is assessed to the student's account and then paid directly to UHCSR.

T-SHIP details posted at:
campushealth.tulane.edu/t-ship

Campus Health

campushealth.tulane.edu

Insurance Enrollment and Verification Office

campushealth.tulane.edu/insurance

Contact our staff via the “Let’s Talk” chat application.

The screenshot shows a web-based chat application interface. At the top, there is a header "Share a message with:" followed by a dropdown menu set to "Health Insurance Requirements" and a small icon. Below this, a section titled "I am a:" contains four radio button options: "Tulane Student", "Tulane Family Member", "Tulane Faculty/ Staff", and "Tulane Alumni". Underneath, a section titled "And I have a:" features five icons with labels: "Question", "Comment", "Suggestion", "Concern", and "Compliment". The main form area includes a "Subject" field, a larger "Message" text area, and a "Name" field. Below the name field are "Email" and "Phone e.g (123) 456-7890" fields. At the bottom of the form, there is a checkbox labeled "Hide your contact information from Tulane University" and a "Send" button. To the left of the form is a vertical blue sidebar with the text "Let's Talk! Student Health Ins and Waiver" and a small icon. At the bottom of the sidebar, there are links for "Terms Of Use" and "Privacy Statement".

Campus Health

campushealth.tulane.edu

Confidentiality of Health Records

- ▶ Campus Health will always obtain the student authorization before verbal or written documentation is shared
- ▶ Authorization for the Release of Confidential Information
- ▶ Emergency notification doesn't require documentation such as an authorization form or power of attorney to be on file

Campus Health Checklist

- ▶ Fulfill health insurance requirement
- ▶ Meet immunization requirements
- ▶ Complete health history form
- ▶ Upload insurance information into patient portal
- ▶ Know the policy holder's information (DOB)
- ▶ Complete required intake forms
- ▶ Complete online health promotion courses

Connect with Campus Health

► Web:
campushealth.tulane.edu

► Social media:
[@TUcampushealth](https://www.instagram.com/TUcampushealth)



What is Contact Tracing?

The LGBTQ+ Community Experiences Higher Rates of Sexual Violence



Data from the National Intimate Partner and Sexual Violence Survey and the 2015 U.S. Transgender Survey

COVID-19 EXPLAINED
IN NOLA TERMS:
YOU & 10 FRIENDS
ARE IN YOUR APARTMENT
GETTING READY FOR MARDI
GRAS. ONE HAS GLITTER.
HOW MANY PEOPLE
END UP WITH
GLITTER ON THEM?



THE LINE

504-264-6074

Campus Health

campushealth.tulane.edu