

UCLA Arthur Ashe Student Health & Wellness Center: *Eligibility & Fees FAQ*

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1. Who is eligible to use the Ashe Center?

- All currently registered UCLA students
- A UCLA student who was registered or graduated in the previous academic term. This information applies to the academic year, not summer period
- Other UC students that provide proof of current registration from their home school

2. Can I use the Ashe Center if I am a registered UCLA student but waived the UCLA SHIP insurance?

Yes; all registered UCLA students can take advantage of the Ashe Center services.

3. If I'm a registered UCLA student but waived the SHIP insurance, how much does it cost for me to use the Ashe Center services?

The Ashe Center [Comprehensive Fees Flyer](#) lists some of the Ashe Center's most frequently ordered services and their fees. Please note, the "Registered w/o SHIP" column references the applicable charges for a student who is registered but does not have the UCLA SHIP insurance during the Fall, Winter, & Spring terms; the "Fee for Service" column references the applicable charges for the same type of student during the Summer.

Prices are subject to change without notice. The Ashe Center does not have an agreement with any outside insurance company. Insurance reimbursement from companies other than UCLA SHIP will be your responsibility. You can request an itemized statement from our website to submit to your insurance carrier for reimbursement consideration.

4. If I'm a registered UCLA student and have UCLA SHIP, what does it cost for me to use the Ashe Center services?

All visits, core lab tests, & diagnostic x-rays (not requiring specialized equipment) are prepaid by your UCLA SHIP Plan. All other services are subject to your annual deductible and 20% co-insurance, except massage. It's important to understand the following terms: co-pay, deductible, & co-insurance, respectively:

- A **co-pay** is the amount an insured person must pay out-of-pocket for certain services by a *UnitedHealthcare* provider. Some services subject to a co-pay include services provided outside of the Ashe Center w/a referral from an Ashe Center provider, office visits, diagnostic x-rays, laboratory tests, CT scans, MRI's, & payable emergency room fees. However, when you come to the Ashe Center for care, most of these services are prepaid.
- A **deductible** is the dollar amount of eligible expenses that an insured person must pay each policy year before the insurance company pays any major benefits. The SHIP plan deductible for the 2010-2011 policy year is \$400 (in-network) and \$800 (out-of-network). The deductible is waived for office visits, diagnostic x-rays, laboratory tests, CT, MRI, & payable emergency room facility fees. The deductible applies to all other services including the following received at the Ashe Center: acupuncture, casts, devices, immunizations, injections, and PT/OT services.
- **Co-insurance** is the percentage amount of eligible expenses that an insured person must pay after the deductible is met. Please refer to your *UnitedHealthcare* complete summary of benefits for co-insurance coverage information. Please feel free to call *UnitedHealthcare* directly at (800) 980-4698 if you have any further questions.

a. In the Ashe Center:

1. No charge for basic visits or triage visits with Ashe Center clinicians
2. No charge for specialty consultations
3. Optometry visit charges vary depending upon the service provided
4. No charge for core lab tests
5. No charge for x-rays
6. \$20 co-pay for EACH non-core lab test (for tests NOT listed on core list)
7. Each visit to Physical Therapy or Occupational Therapy in Ashe is \$65 until the yearly academic SHIP deductible is met. Then each subsequent visit will be billed at 20% of total visit cost
8. Immunizations, injections, devices, casts and acupuncture services are charged at full cost until the yearly academic SHIP deductible is met. Then each subsequent visit will be billed at 20% of total visit/service charge
9. Chair massage is \$10 for each 10-minute session

b. If you are referred by an Ashe Center provider to a network provider (specialist outside of the Ashe Center):

- c. \$25 co-pay for each visit
- d. \$150 co-pay for each MRI or CT

- e. \$25 co-pay for each lab test (students should return to Ashe for lab tests)
- f. \$25 co-pay for each x-ray (including mammography)
- g. [For other services outside of Ashe, refer to Insurance Benefits](#)

*Prices are subject to change without notice.

5. If I incur charges at the Ashe Center, how will I be billed?

All services are billed to your UCLA URSA/Bruin Bill (previously Billing & Receivables/BAR) account. You are responsible for reviewing your Bruin Bill (BAR) charges at the beginning of each month. If you have any questions about Ashe Center charges, you can call the Ashe Center Billing Inquiry Line at (310) 206-0947 or send a message from the *Contact Us* section of the Ashe Center website. To send a message, please go to www.studenthealth.ucla.edu, select Contact Us and then select the Billing Inquiries option. You will be responsible for any late fees assessed to Bruin Bill (BAR) for charges not paid by the due date. Outside charges are billed separately by the non-Ashe provider.

6. What happens if I withdraw, take a leave of absence, or am dismissed from the current term?

It depends.

a. If you withdraw **or take a leave of absence** at 100%, you will be billed full cost for all services from the beginning of the academic term. *For example, if you had a basic visit at the Ashe Center on January 5th of a given year and withdrew at 100% on January 10th of that same year, you would be billed the full cost of your January 5th visit, which could be \$75-\$175, not including any lab or other additional charges. **If you are dismissed, you are no longer eligible to receive any services, and you will be billed for all charges incurred from the beginning of the term start date.***

b. If you withdraw at less than 100% and previously had SHIP, you will continue to be enrolled in SHIP for the remainder of the academic term. *For example, if you had SHIP and had a basic visit at the Ashe Center on January 5th of a given year and withdrew at 90% on January 10th of that same year, there would be no charge for your January 5th visit or for any other Ashe Center visits through the end of the academic term. Other charges may apply for non-core lab tests, physical therapy, immunizations, etc.*

c. If you withdraw at less than 100% and previously waived out of SHIP, you will be billed full cost of all services from the effective date of withdrawal for the academic term. *For example, if you waived out of SHIP and withdrew at 90% on January 10th of a given year, you would be billed the full cost of all Ashe Center visits starting on January 10th of that same year. A basic visit would be \$75, not including any lab or other additional charges.*

d. You should continue to monitor your Bruin Bill (BAR) account for up to 6 months after you have left the University for charges posted to your account.

7. Are there different charges for services obtained from the Ashe Center during the summer?

It depends.

a. If you had SHIP in the spring quarter/term, charges remain the same as during the spring term.

b. If you waived SHIP for the spring quarter/term, you will be billed the full cost of each service. *For example, a basic visit costs \$75.*

c. For Dental and Medical students in mandatory summer programs:

- If you had spring SHIP, charges remain the same as during the spring quarter.
- If you waived spring SHIP, you will have charges.

8. Can I use the Ashe Center if I am a registered student at another UC campus?

Yes, but you must provide the Ashe Center with proof of current registration from your home school **before you can be seen** (a print out of current registration with classes that show fees have been paid).

Please refer to the Ashe Center Fees Flyer for a list of our most frequently ordered services and their corresponding prices. If you want to request an itemized statement to submit to your home school insurance or private insurance, ask one of our Solutions (read: Scheduling) staff members for a “Request for Itemized Statement”. Any charges you incur at the Ashe Center will be billed to your UCLA Bruin Bill (BAR) account; you will receive a University bill to mail payment.

9. If I’m not registered for the current term, can I use the Ashe Center services and how much will it cost?

- a. Yes you can use the Ashe Center if you were registered the previous term for a 3 month period (equivalent to 3 month qtr) on a *Fee -for- Service* Basis.
- b. The cost of a visit is \$75
- c. The cost of lab tests varies. Please feel free to inquire about costs before having your procedure/test. Contact the Ashe Center Billing Inquiry Line at (310) 206-0947. Reference the Ashe Center [Laboratory FAQ](#) for more information.
- d. All other services are at full cost; remember that you can inquire about costs before accepting any service other than the office visit.

10. Still have questions?

Please feel free to contact the Ashe Center at (310) 825-4073 if you have any further questions or concerns regarding your eligibility; reference our [Comprehensive Fees Flyer](#) for more information about fees. If you questions related to charges incurred at the Ashe Center, please feel free to contact our *Billing Inquiry Line* at (310) 206-0947. All UCLA students are responsible for monitoring their own URSA/Bruin Bill (BAR) account at the beginning of each month for charges assessed, and follow up with questionable charges before the due date. Bruin Bill (BAR) should also be monitored up to 6 months after you have left the university (for any reason), for charges that may appear at a later time.