

## **A Conversation About Habif Health and Wellness Center**

Webinar Transcript

Monday, June 13

WashU Student Transitions & Family Programs

**Renaldo Luna Gacad-** Welcome everybody. Please give us a few more moments to make sure that all families have had an opportunity to log in, and we'll get started momentarily. Hi folks. Thank you for joining us tonight. Give us a few more moments to make sure that all families have been able to log in, and we'll get started in a moment. Hello everybody, my name is Renaldo Luna Gacad and I want to welcome you to our second webinar in our Summer 2022 Family Webinar Series. I am the Assistant Director of Student Transitions And Family Programs. And tonight I'm joined by several of my colleagues from Habif Health and Wellness Center, Dr. Cheri LeBlanc, Executive Director, Aaron Daugherty, Associate Director of Administration, Dr. Stephanie hammer, Director of Clinical Services and Dr. Tom Brounk Director for Mental Health Services. We are so excited that you've chosen to join us for tonight's conversation. Some information before we get started. First, we want to make sure you know how to submit questions during this webinar. You'll notice that we've given you the ability to ask questions via the Q and A feature. Our professional staff within Student Transitions and Family Programs are helping to field these questions. To make sure you know how to use the Q and A feature, please share the place you're watching from, and we'll name a few of them on air live. While you do that, we will be showing a PowerPoint created by our panelists during tonight's webinar. However, if you prefer to download this PowerPoint and follow along on your own, please use the link that we are about to share in the chat. As a note in the chat feature, we will be sharing links and email addresses for the duration of the webinar. Third, this webinar is being recorded live. Next week, it will be uploaded to the families.wustl.edu website. In a moment, we will hear from our panelists about services provided by Habif Health and Wellness Center. If something they say sparks a question, don't forget to send it to us using the Q and A feature. After the presentation, we will be moving onto a question and answer portion of the evening. Before passing things along to our panelists, I want to share some of the places that folks are joining us from tonight. We have families tuning in from Columbia, Missouri, Fort Lauderdale, Florida, and New York City, New York, among many other locations. Now, since I know you all want to hear more about Habif Health and Wellness Center, I will turn it over to our panelists.

**Aaron Daugherty-** Thank you, Reggie and thank you all for joining us tonight. Again, my name is Aaron Daugherty. I'm the Associate Director of Administration for Habif Health and Wellness. I'll be kind of walking through a little bit of a presentation about some of our services we offer. A little bit about the insurance plans and a few other topics, but then primarily we will be moving into that question and answer session 'cause I know a lot of you have many, many burning questions about health and wellness on campus that we wanna be able to answer for you. So we'll get started there. Just to talk a little bit about Habif. We are a comprehensive and integrated health center located on the South 40, which is the area of campus where all of the first year dorms are. We are in the lower level of the Dardick House. So if any of your students are assigned to Dardick House, they can actually just ride the elevator right on down to our lobby and we are located there. We provide medical services, mental health services, and

health promotion. We are open Monday through Friday, we're open till five every day. We open at 8:00 AM most days. On Wednesdays, we open at 10:00 AM to allow time for our staff meetings and professional development activities. And then beginning this past November, we've contracted with an organization called Timely Care that provides 24/7 telehealth and telemental health services to supplement a lot of what we do at Habib in the after hours and on the weekends. In our area of medical services, we do provide routine and urgent care, sexual health and travel medicine. Our medical team is several board certified physicians. We have physicians certified in pediatrics and adolescent medicine, family medicine, internal medicine, and emergency medicine. We also have nurse practitioners, physician assistants, registered nurses, and registered medical assistants. We have a radiology department that provides basic diagnostics. So we can do those x-rays for a sprained ankle or a chest x-ray for a student with respiratory concerns. And those are all read by our board certified WashU radiologists. So we have a partnership with the Mallinckrodt Office of Radiology. We have onsite laboratory services as well. The majority of those are operated by LabCorp, and we do some of our own additional in-house testing in the areas of COVID and flu. And then we have a full service pharmacy that can fill prescriptions from both Habib providers and outside providers. So very, very convenient location for your students to pick up their prescriptions right on campus. At mental health, we provide counseling, psychiatry, and case management. So we have a team of licensed psychologists, counselors, and social workers and board-certified psychiatrists providing medication management. Additionally, we do have a full time care manager that supports students in accessing mental health services, both on campus and in the community. And we have an urgent care counselor available when Habib is open for those students needing more immediate attention. Some of the range of services that we include are short term individual and couples counseling, group counseling, both for psychoeducational and therapeutic modalities. And that psychotropic medication management provided by our psychiatrists. And then our third area is our health promotion team. We have a team of about four professionals with a variety of educations and backgrounds, and they organize events across campus related to healthy eating and nutrition, mental health outreach and education, mindfulness activities, healthy relationships, sexual health, alcohol, and other drug abuse prevention. And we have a recovery center for those students, who are in substance abuse recovery that our health promotion team manages right on campus. Some information about immunization. I know many of you and your students are already starting to upload this information into our student health portal. And we really appreciate you getting right on that. But all of our first year students are required to have two MMR vaccines after the age of one, a meningococcal vaccine or meningitis after the 16th birthday, TB tests within six months, if they have been in a high risk country as defined by the CDC. So our professional or our international students or students who've been living abroad for some time. The influenza vaccine is required annually. However, it has to be received after August 1st. So most of your students will not have gotten that before they come to campus. We will be providing those flu shots both at Habib and in on-campus flu shot clinics. Full COVID vaccination continues to be required prior to students arriving on campus. And then there's some additional recommended vaccines that aren't required, but things that we just recommend. Meningitis B really, really important for students living in communal housing, in the dormitories, tetanus, hepatitis A and B, HPV, varicella or the chickenpox vaccine. We recommend that students have all of those, and we are

able to provide all of those at Habif Health and Wellness, as well as COVID boosters. So that is a recommended vaccine this year at WashU and we are a COVID vaccine distribution site at Habif. So students can get those boosters on campus if they haven't done that yet. All vaccine information and that health history form should be completed via the student portal by July 15th, that will give our staff time to review all that documentation, confirm that it's accurate and make sure that everything's in line before moving and students who have not submitted the appropriate information will not have access to their dorm room until this is completed. So really, really important to get on top of that and get that done and make sure your students have done that. Some other information about our mandatory health insurance. So the university does require that all full-time students have health insurance that meet certain minimum coverage. We wanna make sure that students are taken care of while they're in St. Louis, and that they don't have any major out of pocket medical expenses that might derail their college efforts. So all students are automatically enrolled in our student health insurance plan, but then do have the option to wave out if they have existing coverage. Our health plan is through United Healthcare Student Resources. That is a subsidiary of United Healthcare. It provides international coverage through the UHC network. So this is not insurance that only works at WashU or only in St. Louis. Your student will be able to use this when they're back home for winter breaks or throughout the summer. So this is again, provides international coverage anywhere that UHC is accepted. The premiums for this upcoming year are tentative. We're waiting for the State of Missouri's insurance department to approve those, but we expect it to be at \$2,232 for the entire year. That will be effective August 1st and will run through July 31st of next year. The insurance provides kind of a summary of benefits, \$25 copays for any doctor's visits, but that's reduced to \$10 when your student uses that at Habif and she's one of our providers. \$45 urgent care copays, again only \$10 at Habif because even though we see students same day and they would be considered urgent care, we treat it as primary care. There's a \$350 deductible, but that is waived at Habif and 80% coverage after that deductible. So if a student comes to Habif for a doctor's visit, it's only gonna be \$10. If they have some additional lab work or need an x-ray, things of that nature, that deductible's waived. And they're only gonna be paying 20% of the total bill. The pharmacy copays are dependent upon the medication, but those are \$20, \$45 or \$75. Our health insurance plan is fully compliant with all ACA requirements. So doesn't meet all of those mandates and members are required to use Habif for primary care when they are insured by the UHC plan and then receive referrals for specialty care. So this would be waived if a student has to access emergency care, if they need urgent care, when Habif is closed, any OB/GYN services, any mental health and any care received more than 50 miles from St. Louis. So if they're back home on winter break and they wanna see the family doctor, they would be able to do so, and they would not require a referral in that case. So many of you are probably asking, "Do we really need this insurance? We have great insurance. We don't want to pay another \$2,000." Totally understand that. And if your insurance meets the university requirements, you absolutely can waive out of that. And that charge will be removed from your financial account. Waivers must be completed between July 1st and September 5th. So I've had lots of emails and phone calls this week about how do I waive out an insurance? And you can't yet, that's the answer there, but after July 1st, that waiver tool will open in Webstack and students will be able to do so then, and that must be done before September 5th, or that charge will stay on your account. So we wanna make sure

we get that done timely, and that does need to be done every year. So maybe just kind of go ahead and program in your calendar, on your phone now, July 1st for the next four years, you need to submit that waiver and get that done, because that is required year after year. In doing so you must provide evidence of comprehensive insurance coverage that meets all the university policy. And you can look at our website. So if you go to [students.wustl.edu](http://students.wustl.edu) and search for insurance waiver, you will find our website there that has all the waiver criteria. So you can make sure that your plan meets those requirements. A key piece is that your student's insurance must be in network with Washington University Physicians Network and Barnes Jewish Hospital. So all of our providers are credentialed through WashU Physicians Network. And so in order for us to accept that insurance and make sure you get your maximum benefits, we need to be in network. And then Barnes Jewish hospital is our partner hospital here in St. Louis, where if your student did need emergency services, that's where they most likely would go. So you can see on that slide, I do have our tax ID number. That's the easiest way to find out if we are in network with your insurance is just to call them up, provide that number and they'll be able to give you a solid yes or no answer with that. For those that don't waive out, once students are enrolled in the health insurance plan, we do not provide physical insurance cards. Most of our students just use that on their phone. They either have a picture or there's an app actually, where they can have a digital card. So students are gonna need to do that on their own. If they want one printed, they can do so, but they'll be able to log into their UHCSR account once they are enrolled and get that all set up. Automatic enrollments will close at the end of the waiver period. However, the insurance is active on August 1st. So if a student wants to use the insurance between August 1st and September 5th, they're gonna need to manually enroll online. Everyone will be receiving an email around July 1st with information about this. So either the waiver, if they wanna waive out or how to opt in to get their insurance set up to be effective on August 1st. A little bit of basic information about HIPAA. So Habif we are a medical clinic. So therefore we are a HIPAA-covered entity, and we cannot share information about student's medical records without their explicit consent or in the case of an emergency, we always can. HIPAA release forms are available in person or on our website. So those can be completed. And additionally, we are in compliance with the National Cures Act, which provides access for students to their digital medical record, meaning that students will be able to log into our portal and see records of every visit they have at Habif in compliance with that National Cures Act. I don't believe I have a slide on this, but a lot of parents will ask about power of attorney forms. We do accept those. We will put those on file for a student, but what I generally tell a lot of parents is that they aren't really so much necessary for the majority of our students. If your student is incapacitated for any reason at all, if they're unconscious and they need medical care, we're gonna call next of kin. That's legal. That's what we're allowed to do. And that's what we're going to do. Most of those power of attorney forms are not in effect until somebody's incapacitated anyway. So it doesn't allow somebody to just kind of check in on their student or make medical decisions for them if they are alert and not declared incapacitated. So those are typically for students with maybe significant mental health concerns or traumatic brain injury or things that it's gonna cause to present to be within their faculties, but maybe have some incapacitation that we're not aware of. So for the most part, those power of attorney forms are just a lot of money and a lot of work for parents to go through. We totally understand when parents feel they wanna have that in place. And we do take that and

we'll put it in their medical record for you, but it's just not really necessary. The laws really allow us to provide for your students the way you're hoping for anyways. Moving on from that, a little bit about the health and wellness fee. So when you get your account, your account statement in July, you'll see that insurance fee. You'll also see a health and wellness fee. So those are two separate things. And we actually have no, at Habif, we have no involvement with that health and wellness fee. We are funded partially by it, but we don't set that rate. We don't collect it. That is collected by the Division of Student Affairs. It supports everything on our health and wellness line. So Habif Health and Wellness, the RSVP Center, WashU Cares, Disability Resources, and it also supports Summers Recreation Center. So all of your students will have a free membership to the Summers Recreation Center. May I wouldn't say free, but they've already paid for it through that fee. So we encourage them to use that rec center. This coming year, that fee is set at \$288 per semester. And some things that we use that money for to support at Habif are some of our health promotion activities, The Zenker Wellness Suite over at Summers Recreation Center. So we have a location there to do a lot of health promotion work, and then a limited number of counseling sessions for each student that are, again, I don't wanna use the word free because it's already been paid for, but counseling sessions that won't be billed separately from that existing fee. So all students are eligible for those. And I believe that is the end of our kind of formal presentation. I hope I didn't rush through it too much, but we really wanted to leave plenty of time for questions. So with that, I'll hand things back to Reggie to take questions and present those as he wants.

**Renaldo Luna Gacad-** Thank you, Aaron, for sharing all that information. I do have a question that I know many families maybe initially wondering, how do students transfer prescriptions to the Habif Pharmacy?

**Aaron Daugherty-** Yeah, so we have some information about that on our website. It's kind of how you want to handle things, but you can essentially put in a transfer request form. Our pharmacist will then contact the existing pharmacy and get that prescription transferred over. Also what a lot of families choose to do it's a little easier is just have their providers call in a new prescription to our Quadrangle Pharmacy. Again, that contact info's on the website. So that can be done. But if you'd rather just transfer an existing prescription, if that works better for your situation, just contact our pharmacy and they will get that together for you. There's a form online that you'll fill out and submit and we'll get that going.

**Renaldo Luna Gacad-** - Thank you so much. We're now going to move on to the question and answer portion of our webinar. As a reminder, families, please submit your questions via the Q and A feature found at the bottom of the screen. Our first question, if a family member is able to use their own insurance and it includes WashU Physicians Network, can our student use the Habif Health Center for urgent care? And I know that that was something that you had mentioned a little bit, but can you expand a little bit more about that?

**Aaron Daugherty-** Yeah, I'll answer a little bit. And then Dr. LeBlanc may wanna fill in some gaps. So we do provide primary care and urgent care at Habif. So a student on either the Habif or the WashU Student Health Insurance Plan or on their private insurance, will be able to use

Habif for that urgent care, those urgent care needs. We have appointments that open, I believe every 18 hours. So students can almost always find a same day appointment for those urgent needs. So if a student wakes up at three in the morning with a terrible headache and a temperature of 101, they can get on their computer right then at three in the morning and find an appointment for that next day. So those are on a rolling basis. Those are constantly opening. So absolutely students will be able to use Habif for urgent care regardless of the insurance coverage they've chosen.

**Renaldo Luna Gacad-** Great. Thank you. A little bit more of a logistics question. How do students make an appointment with Habif? And is there any things or information that students will receive that help them sort of navigate that the first time?

**Cheri LeBlanc-** Sorry, folks, I have been kicked off this about four times now and have missed most of the question. Was that to me, Reggie, or was that to someone else?

**Renaldo Luna Gacad-** It's to anybody on the team. So we had some family members ask some more logistic questions about how students make an appointment or how do their students make an appointment at Habif?

**Cheri LeBlanc-** Well, the easiest way to make an appointment is to go online right in our student portal. And it's very easy to do. You just follow the directions through there. So in primary care, we have appointments that open up all night long for the next day. So if someone is feeling sick and it's three in the morning, they could still go online and hopefully catch one of our next day appointments. That's the way we try and make sure we have available appointments in our primary care section. You can always call us as well and speak with one of our nurses who again, will be able to help with getting appointments.

**Renaldo Luna Gacad-** Thank you. Aaron, are dental and vision care included in WashU's insurance premium?

**Aaron Daugherty-** They are not. We do have separate dental and vision plans that are voluntary and students can opt into. I believe this is all undergraduate families. Is that correct?

**Renaldo Luna Gacad-** Yes.

**Aaron Daugherty-** Some of the graduate schools do provide dental care in a different way. So for undergraduate, yeah, that's completely optional. Information is that once you are enrolled in the UHCSR health plan through your portal, through their website, you'll be able to voluntarily enroll in the dental and the vision and you'll pay directly to UHC. So those we don't bill through the student account, we don't enroll students. We contract for it, but it's handled a little differently. Everybody kind of does it on their own directly with UHC.

**Renaldo Luna Gacad-** Thank you. We have some family members who are asking about HIPAA and HIPAA waivers and what you all recommend in terms of the ways that families or parents

are accessing or may choose to work with their students to access health information. Would any of you be able to speak to some of that?

**Cheri LeBlanc-** I'm gonna jump in and Aaron, you can comment as well. Having been a parent to three, my youngest just graduated WashU. So they're fully launched, but having gone through this both as a parent and as a chief administrator here at Habif, I think it's a great conversation to have with your student before they come here. This is gonna be their first chance to navigate the healthcare system on their own. They are going through all kinds of developmental stages and milestones. And we really, really want your student to know that they can come to see us at Habif for anything. And I would hope you'd want them to see the qualified folks I have here at Habif to help them with whatever they're going through. So it's an interesting concept. I think part of it is dependent upon you and your student, but it's a good conversation to have. Once they're 18, they're in charge and you know, it's in the blink of an eye, right? Because some of them can be coming on at 17. And as soon as they turn 18, we may be calling you every time we're seeing them at age 17 for your permission and then we stop. So Aaron was clear I think, and I apologize, I missed a good part of the presentation, 'cause something's going on with my internet here at work. But you know, we will always call you in the case of emergency, that happens. I know our folks when I'm about to send someone to the emergency room, because I'm worried about them, I'll say, "Do you want me to talk to your parent? Do you wanna just give 'em a call? Let 'em know what's going on?" We really do wanna partner with you, but we also want your students to know that they can talk to us about anything. And we really, really cherish that and hold fast to HIPAA. So hopefully that didn't make it more complicated or more confusing, but that's what I'd say.

**Renaldo Luna Gacad-** As a follow up to that, are there any forms that family members should sign to be able to make sure that their contact information, the emergency contact information is correct?

**Aaron Daugherty-** So we generally access that through the student information system. So if that information is correct with the registrar, we'll also have conversations obviously with a RCD or an RA if there's an emergency situation. And so if that information is correct with res life, that's where we're gonna get our emergency contact information from.

**Renaldo Luna Gacad-** Great, students make sure that your information is updated and up-to-date in the WebSTAC portal, which is the student information portal. And you can update your student and family emergency contact information there. Aaron, I know you had mentioned this earlier, but we do have a couple of questions asking to reiterate again. So how does a family determine if their insurance meets the WashU health insurance requirements?

**Aaron Daugherty-** Yeah so your best option is to go to our website and again, look at the waiver requirements. Again, if you go to [students.wustl.edu](http://students.wustl.edu) or [habif.wustl.edu](http://habif.wustl.edu), in the upper right corner in that search bar, just put in insurance waiver. That'll take you to the page that has all that information. There's some information about how much the deductible is on your plan. The main piece again is that that we're in network with Washington University Physicians

Network and Barnes Jewish Hospital. I think we have a link on our website and if we don't, I'm gonna get that up there soon. The Washington University Physicians Network does have a list of all of their insurances that they accept, but the easiest way there is to call your insurance company, provide them our tax ID number. And then they'll be able to tell you if they're in network or not. So that's the easiest way. I did see some questions about HMOs. So generally in 95% of cases, we are unable to accept HMOs. Most HMOs are not gonna provide the depth of medical care that your student might require while they're in St. Louis. You can oftentimes get what's called an away-from-home rider where Habif essentially will become the primary provider within your HMO. So that can be done sometimes in an additional form you'll need to fill out. You'll have to work that out with your insurance company, but if you're able to do so, that would allow you to waive out of the university cover with your HMO. I did see, sorry to jump ahead if I am, but I did see a question in the chat about Kaiser and that's when we, we work with a lot. There are a few Kaiser plans that provide coverage outside of your home state, but the majority are really just in your home area. Kaiser is an amazing medical program when you're in the state, if you're in California or Colorado or Oregon, where Kaiser, it has a major network set up. Unfortunately in St. Louis, if your student had a major medical emergency or major accident, a lot of those plans are gonna allow them to get patched up and sent back home and that's about it. They're not gonna provide for any physical therapy in St. Louis. They're not gonna provide for ongoing treatment and follow up visits. It really is only gonna provide kind of emergency catastrophic care. So we wanna make sure your students have all of their needs met, which is why we really try to work with contracting a really great insurance plan for your students. Obviously, I understand the cost and if you can keep them on your insurance plan, that's the best option for your family. So if you have individual questions about that, you can email it to [studentinsurance@wustl.edu](mailto:studentinsurance@wustl.edu). And we'll kind of look at your individual plans, but in general, most of those HMOs and those Kaiser plans are not gonna provide coverage in St. Louis.

**Renaldo Luna Gacad-** As a follow up, do the same copay costs and fees for Habif services that you had listed on the slide earlier, apply regardless of what insurance policy a student might have?

**Aaron Daugherty-** Those are the copays associated with the benefits of our student health plan. If your student waives out and is on their own health coverage, we're gonna follow the benefits of your plan. So whatever's listed on the card or on your insurance documents that's what we're going to collect at Habif as far as copays and then you would be billed for, you know, those deductibles and co-insurance.

**Renaldo Luna Gacad-** Shifting gears a little bit. What should a student do if they have a vaccination or physical appointment that's scheduled after that July 15th deadline?

**Aaron Daugherty-** I feel like I'm getting all of the questions. Somebody can start firing some medical and mental health questions for my colleagues here. If that information, submit what you have on July 15th, and then if you have a vaccine that's missing and you're getting that done, once that's done, get that uploaded into the portal, we'll work with you. We wanna make



sure everybody is all set and ready to go. Move in I don't believe is until August 21st, our staff just needs time. Last year we validated and processed. I think it was 30,000 immunization documents. So it takes a little bit of time. So that's where we have our deadline set, where it's at. To give our staff time to review those things. But obviously you're not gonna be withdrawn if you don't have it submitted by July 15th. We're gonna work with our families as needed. I did see one question about international students that maybe can't even access some of those required vaccines. In those cases, we definitely provide extensions for those students. Many of our international students, their first or second day, when they're on campus, they're coming over to Habib to get that done. The MMR is a three shot series. Somebody they're getting the first one done with us and doing that follow up. So, yeah. So if it's not ready by July 15th, submit what you have, and we will definitely work with you from there.

**Renaldo Luna Gacad-** If a student has a physician that is prescribing the medication, such as a psychiatrist prescribing the medication, how should that be managed when they make the move over here to St. Louis? Should the student keep their current provider? Should they transfer to one here in St. Louis? How do they get those prescriptions going here?

**Tom Brounk-** I can take that. So good evening, everyone. Tom Brounk, Director, Mental Health Services here. So if we're talking about a psychiatrist, a psychiatric medication, if the state laws allow it, I would say, keep your home care provider. If the student needs to be seen during breaks or you know, when they're not here in St. Louis, that's always a good time to check in with that home provider. But if that's possible, stick with the provider that knows your student the best. If that ends up not being possible, then I would just follow the same direction as long as it's not a controlled substance, which similar medications are. Then that provider can typically call, follow procedures for transferring a prescription to have it and if it can be filled right here on site and your student can come and pick it up.

**Renaldo Luna Gacad-** Are there any state licensing issues for students transferring out of state prescriptions to a pharmacy here or any resources that you can point them to, point our families to, to sort of get a handle on what that might look like for them?

**Cheri LeBlanc-** I'll take that though I don't know that I can give you an absolute answer. I would encourage you to go to our website and be in contact with the pharmacist we have on site, who's really knowledgeable about these things. Most prescriptions and again, even controlled substances because we do electronic transfer of prescriptions now. There are laws there that allow that to happen. But our pharmacist here on site actually is really knowledgeable about transferring prescriptions what can be sent from where to where. Aaron, do you have any more? Would you have any more information you'd like to give them?

**Aaron Daugherty-** No, that would be about the extent of my advice too, would be to talk to Shawn Gargan. He's our pharmacist, phenomenal pharmacist. He'll be able to help you out there for sure.

**Renaldo Luna Gacad-** What would happen if a student experiences say a mental health emergency and needs to be hospitalized? Could you speak to sort of some of the steps that that might happen in that scenario? And a follow up to that is what do I do as a family member if I know my student is experiencing an emergency or crisis?

**Tom Brounk-** Sure. If your student needs to be hospitalized and it's an emergency, we will do, obviously we'll follow our own emergency protocol here. We tend to hospitalize at Barnes, the university's major medical center here in St. Louis. So we will arrange for transportation to Barnes. There are other hospitals that we may also transport to. So it depends on the situation. In the event of an emergency, the university will contact the parent and notify you of the hospitalization so that you are aware. And in some cases, the hospital may be calling you directly. So one way or another a parent in an emergent situation will be notified. And in terms if you suspect that your son or daughter, your student is needing something on an urgent basis, and it deals with a mental health issue, I would encourage you to call here directly to the health and wellness center, either the 935-6666 number, or there is a direct number for our mental health care coordinator. That number is 314-935-6695. And tell us a little bit about what is going on and we can, as long as it's not a situation where it's, you know, it's an imminent emergency, we can work with you to get the students seen here the very same day. If it is, you know, an emergency where you're concerned about their safety, the imminent safety concern, then call our campus police. Our campus police 314-935-6666. And they are best positioned to be able to initiate a 911 type of response where they are going to the student's room and we're getting the appropriate evaluation done immediately and triaging from there.

**Cheri LeBlanc-** Tom, I'm gonna jump in. You gave actually Habif's number again for WUPD and it's 935-5555.

**Tom Brounk-** There's four fives.

**Cheri LeBlanc-** Four fives. That's what we tell all the students the way to access emergency services on campus. It's 5555.

**Renaldo Luna Gacad-** And family members go ahead and take a look at the chat. So that way you can have those numbers. We highly encourage you to make sure that you put them in your phones. As a follow up to that, we know that when it comes to the relationship that a student might be developing or might have developed with their mental health counselor, that that's a pretty special kind of relationship. If a student has a deep relationship with his or her counselor in state, from back home, are they able to meet that same person through telehealth, or will a student need to find a new therapist? What kinds of stuff should a family member or a student be thinking about when thinking about their ongoing care.

**Tom Brounk-** Great question. And I'll be able to give you the best answers, may not be necessarily the right answer, depending on where you are living 'cause a lot about this is dependent upon the state laws in which you well, in which your provider resides in. So in many cases with some of the loosening of the telemental health types of legislation. In some cases

that provider could still be able to maintain a therapeutic connection with your student. So I would really have a conversation with that individual and let them guide you as to what they feel is the option that is gonna be, be something they can follow and be in the best interest of your student. If there needs to be a transfer of care, Habib stands ready to be able to respond to you, to your student. So in some cases, if it's felt that an in-person meeting would be is what is optimal, we will be providing both a blend of in-person as well as telehealth services to our students.

**Renaldo Luna Gacad-** Dr. Brounk, what should a student do if they need mental health services, when Habib is closed?

**Tom Brounk-** Another great question. And an opportunity to remind everyone of something that Aaron already mentioned at the very, very beginning of the presentation. Timely Care is a new service that the university rolled out just this past November. So we're coming up on a year with them. The response for students has been very positive. And what this allows students to do is after hours, when Habib is closed, hopefully they've followed the instructions to download that Timely Care app. They can do that, I think before they even come on campus, once the registration system and all that is complete, they can download that Timely Care app to their phone, fill out some registration information and activate the service so that they could simply either call, they could call a number, a phone number using their phone, or they could talk to somebody via video for immediate types of response.

**Renaldo Luna Gacad-** Shifting gears a little bit. Do students pay bills at the time of service or are they billed afterwards? How does it look like if a student is not in WashU Network in terms of the bill, what does that look like?

**Aaron Daugherty-** So it really will look just like when you go to your doctor currently, or you take your child to a pediatrician. If your medical plan has a copay, they're gonna charge that at the time of service. So if they're on the student health plan, they're gonna need to pay that \$10 when they come in to see a physician. We take credit cards, we take all major credit cards. We take Bear Bucks, which if you're not familiar yet, that allows your student to swipe their ID card and they'll have money associated with that. Or we can bill it directly to their student accounts. So that's really up to however the student wants that charged. So we're gonna collect that copay at the time of visit. And then all of our billing is processed through third party physician billing services, which is all of the billing for WashU physicians. If there's any deductible or copay or remaining charge, other than that copay, they're gonna send that to the students' WashU email. They're gonna get two invoices. So if your students receive that bill, you want to encourage 'em to forward that to you. It does have to come to them, because they are the owners of their insurance and because of HIPAA regulations that bill's gonna come to them, but they can forward that onto you to pay. They're gonna get two of those. So two months in a row, and then if they haven't paid that yet, we've worked out a really great relationship with our billing providers that instead of sending your student to collections and ruining their credit at the age of 19, they're gonna send that bill back to us and we're gonna put it on their student account and then we'll address it that way. So there will be no major, you know, no creditors

calling them and nobody harassing them. But if they get that in their email, encourage them to forward that onto you so they can get paid. Otherwise it'll eventually end up on their student account.

**Renaldo Luna Gacad-** Real quick question to clarify. What level of vaccination is required for the university and are boosters required or are they just encouraged?

**Cheri LeBlanc-** I'll take that one. So as we have in the past two years, we are requiring that students be fully immunized. And that means a full initial series, whether that's one vaccine or more likely two. That's what the requirement is. We are strongly encouraging though, that every student get a booster and most students are in the age group that they're eligible for one booster. That is not a requirement at this time, but it is highly recommended by, by all of us, all the physicians on the COVID Medical Advisory Group strongly recommend a booster. So if your student has not had a booster, please do so, really for their own protection. The reason is not required is because it's, especially with the variants that we have now, it's not showing that it has decreased transmission so much. So when you have a public health hat on, you make your requirements based on public health decisions. And since it isn't helping the transmission of people actually getting infected, unless you have just received your booster and you have some limited protection for that, but it does give tremendous protection against serious and significant disease from COVID. So we do recommend that right now, it is one booster for the student age group. And with COVID, it's an ever changing thing. We are watching this carefully. If new vaccines come out, new variants, something different, we'll of course be looking at that and making recommendations as needed, but fully immunized means you have had your initial series. Booster is strongly recommended, but it is not a requirement.

**Renaldo Luna Gacad-** So we have a number of family members who are sharing a similar sentiment, how in recent years, things have been challenging for many, and that they know that institutions have had challenges working to meet the growing needs of students around mental health. Can you share a little bit about what WashU has done to improve services related to mental health in order to better meet the needs of students in recent years? And if there's anything upcoming that you all are excited about in terms of things that might be new or different in terms of like the way that Habif is looking to address those needs?

**Tom Brounk-** Sure. I very much appreciate the question and I'm glad it's being asked 'cause the more that you can know what the options are, the better you're able to then respond when needed. So a couple of things that we've done to expand resources and expand immediate types of response, as we did add this last year, a position to the staff called our urgent care counselor. So that's somebody who does not, whose schedule is really left unscheduled, so that that individual can respond to urgent needs as they arise throughout the day. So the student is not needing to wait even a few hours for an appointment. In most cases, we can attend to whatever that's urgent, emotional issue that's arisen at a moment's notice. We also implemented through support from the Division of Student Affairs that telemental health option through our Timely Care. And that is free, 12 free visits. Student doesn't need to be worried about cost. Doesn't need to be worried about billing to insurance. And that's all part of

that helping to phrase the cost of that student health fee. And then also we actually experimented this past spring semester with something I call Rapid Access Counseling Zoom appointments. So near the end of the semester, when we know that the schedules are full and there's not a lot of ability to respond to the acute needs as they arise, we decided to experiment with opening up these Rapid Access Counseling Zoom appointments, and found that actually they were well received, well utilized and helped us to make the best use of the availability of clinical time. Our no-show rate dropped being able to open up these appointments. So that's something new and very different. I expect once we've evaluated the situation that years to come, we're gonna repeat that. So three specific areas that we've tried to improve things.

**Renaldo Luna Gacad-** Thank you, Dr. Brounk. A quick follow-up for you. So you had talked a little bit about when students, maybe an emergency and a family member recognizes that. Can you talk about if parents are just generally concerned about their students' wellbeing? Are there any processes in place to be able to request a check in or a mental health check that that family members have access to?

**Tom Brounk-** Yes, there are. And if we're talking about a first year student, that typically means they're living with our residential life partners and probably the best way would be particularly if it's after hours, would be to get ahold of our campus police. They are the ones that 24X7 are able to, you know, in concert with residential life staff or if the student is living off campus, can go to that residence, knock on the door. All of our police officers receive 40 hours of training on mental health related issues. So we're very fortunate to have a police force that's well educated, able to respond, and knows the resources and knows to get in touch with us if they discover that a student is in immediate need for support.

**Renaldo Luna Gacad-** Thank you so much. We are going to ask one last question for the evening panelists. Thank you so much for the information that you've shared tonight. Our last question, what health and wellness related conversations should families be having with their students this summer to help prepare them for the fall?

**Cheri LeBlanc-** Such a great question. And I alluded to the fact that students are gonna be navigating the healthcare system for the first time. So talking to them about how to fill a prescription, how to advocate for themselves when they're seeing a physician or other healthcare provider, I think is really important. I think what else is very important to talk to your student about is alcohol use. WashU is not exempt from alcohol misuse on campus like every other campus community we have. Students are for the first time out here on their own exploring, making friends and they can be awkward. They think alcohol can really kind of help that situation. And I think it's important that you have a conversation about harm reduction and kind of how to use alcohol wisely. And studies have really shown that conversations with parents do make a difference. You may not think it, I know I didn't when I spoke with my kids, when I let them loose. And I hit the other hammer and said, "Listen, I'm gonna know if you get in trouble on this campus, so watch out." But honestly, the studies do show that it really does make a difference, though your student may not let you know that it's registering. I think that's

a really important conversation to have as well. And just to let them know that you're in their corner, that they're gonna have rough times and they're gonna have times when they're stressed and that it's okay, and that they can call you. Students feel a tremendous amount of pressure from their parents to do well. They've gotten into this great institution and they're under pressure. So, let them know you're in their corner, let them know that they can call you, let them know about the resources that you hear about as well 'cause we're here and we really want to partner with you in making sure that your students have a successful time here at WashU.

**Renaldo Luna Gacad-** Panelists, the information you provided this evening was extremely helpful. And I am confident families of WashU students have learned a lot from your presentation and answers. Families, we hope that you were able to get some valuable information this evening. Please stay tuned for our next webinar, a conversation with Student Financial Services occurring on Thursday, July 14th at 5:30 PM. You can register for this webinar at [families.wustl.edu](http://families.wustl.edu). We'll see you then.