

TANG CENTER

# BEAR TALK

NEWS AND INFORMATION FROM UNIVERSITY HEALTH SERVICES



## At a Glance

Front page:

New Tang

Information Center:

- Pick up a form
- Ask questions
- Get directions

On reverse:

How to get medical  
or mental health care

- Appointments for medical care: Call 642-2000.
- Appointments for counseling: Come to Rm. 3300.
- For urgent problems, come to Urgent Care.
- To speak to an advice nurse, call 643-7197, M-F 8 am-5 pm.

After Hours  
Assistance

- Call 643-7197 for urgent problems.

Insurance (SHIP)

- Start your care at UHS.
- Get authorization for care outside UHS.
- \$200 deductible for care outside UHS.



**UNIVERSITY  
HEALTH SERVICES**  
*Tang Center*



## Changes at Tang

We've reorganized to serve you better

*Steve Lustig is Assistant Vice Chancellor,  
University Health and Counseling Services.*

### Welcome (and welcome back) to Cal!

We hope you feel refreshed from summer break and ready to begin the school year with renewed vigor.

Here at University Health Services, we've been preparing for your arrival by reorganizing some of our services. It began with budget cuts and examining the way we provide services --

and resulted, we hope, in working out better ways to serve you.

This special edition of *Bear Talk* provides updates on how to navigate the Tang Center. Please take a moment to read through it and note new procedures. Don't hesitate to ask questions or give us your feedback. Suggestion boxes are located throughout the building.

As always, our goal is your good health and success at Cal. We look forward helping you achieve just that.

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## New Tang Information Center

Go no further than the main lobby to find what you need

Starting this Fall, UHS is centralizing many services in a new, convenient location in the lobby on the first floor.

**You can stop by the desk if you:**

- Have a question about the Student Health Insurance Plan (including dental coverage) or want to check your SHIP enrollment status.
- Need a form, such as the Hepatitis B Requirement form.
- Need directions to the clinic where your appointment is scheduled.



- Want to verify your appointment date/time/location.
- Want information about volunteer opportunities at UHS.
- Need change for the parking meter.
- Have any questions about the services UHS provides and how to use them.

If you need to submit claims to SHIP for reimbursement, there is a self-service area with instructions next to the desk.

## What to do when you need medical or mental health care at the Tang Center

The Tang Center is a big building with many health care and counseling services. But there's nothing complicated about gaining access to these services.

- **Medical Appointments are made by phone.** Our clinicians serve as your "family doctor" while you're at Cal. To make an appointment, call 642-2000.

- **If you have an urgent condition, come to Urgent Care.** It is a drop-in clinic on the first floor of Tang. The new hours are 8 am to 5 pm Monday-Friday, and 9 am to 5 pm Saturdays. Last Saturday check-in is 4:30 pm.

- **Advice nurses are available by phone at 643-7197,** Monday-Friday, 8 am to 5 pm. For your convenience, courtesy phones soon will be available in Tang for this purpose.

- **Counseling appointments are made in person** by coming to Counseling & Psychological Services, Rm. 3300. If you have an urgent need to speak with a counselor, make this known to the receptionist.

- **Contact Social Services** at 642-6074, Rm. 2280, for concerns about alcohol/drugs, sexual assault, relationship violence, or chronic health concerns.

### After Hours Assistance Now Year-Round

If you have an urgent medical or mental health problem when the Tang Center is closed, call **After Hours Assistance (AHA)** at **643-7197**.

The staff at AHA will identify community resources available to help. This service is available evenings, weekends, and during break periods. Information and resources also are available on the UHS web site.

Note that AHA cannot make or change Tang appointments or give lab results. You'll need to call the Tang Center during open hours for those services, Mon.-Fri. 8 am-5 pm.

*Remember, in case of a life-threatening emergency, always call 911.*



### Tang Center Hours for Fall

#### Monday-Friday

Building and most services open 8 am to 5 pm

#### Saturday

Urgent Care open 9 am to 5 pm. Use Urgent Care entrance on Durant Ave. Last check-in is 4:30 pm.

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## Update! Update! Student Health Insurance Plan

Whether you're new to SHIP or a long-time member, understanding how the plan works is your ticket to making the most of your benefits. The following are some key points:

- **All students with SHIP must start their care at UHS.** Our clinicians serve as your "family doctor" while you're at Cal. Many services students need are provided at UHS, including routine health care such as women's annual exams, care for illnesses and injuries, counseling and physical therapy. We have specialists on staff, including psychiatrists, gynecologists, orthopedists and dermatologists, to name a few. UHS also has an in-house pharmacy, laboratory and radiology.

- **Should you need care that cannot be provided at UHS, your clinician will give you a referral to a provider in the local community.** To ensure that SHIP will cover the services, take the referral to the Insurance Office, Rm 3200, for authorization prior to making your appointment with the provider. In the case of emergencies, services must be authorized within 24 hours or the next business day. A complete list of services covered by SHIP is available at [www.uhs.berkeley.edu](http://www.uhs.berkeley.edu).

- **If you are a continuing student, note that certain benefits have changed.** Beginning August 15, 2003, most services provided outside of the Tang Center will be subject to a \$200 annual deductible.

Each year, students will be responsible for the first \$200 of billed charges. After the deductible has been paid, SHIP coverage will begin. The deductible will not apply to services provided at UHS, non-UHS prescriptions, or outpatient psychotherapy.

For more information about SHIP and changes in benefits, visit our web site or call the Student Health Insurance Office at 642-5700.

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### Coming this fall!

*A completely redesigned UHS web site will help users find what they need with a few simple clicks. Bookmark: [www.uhs.berkeley.edu](http://www.uhs.berkeley.edu)*