

# From Check-In to Check-Out

## Helpful Tips for Making the Most of Your Visit to Student Health Services

### Appointments



To schedule an appointment at Student Health Services (SHS), use My Health Portal or call 909-621-8222. We provide appointments with providers, nurses, and our lab, offering same-day availability and a limited number of walk-in appointments for urgent needs.

- My Health Portal is available online at [shshealthportal.cuc.claremont.edu](https://shshealthportal.cuc.claremont.edu).
- Phone lines open at 8 am (9 am on Thursdays) to 12pm and 1pm to 5 pm.
- Our nursing team triages urgent needs and works closely with our provider team to determine the best next steps – from a visit to a clinic or a recommendation for an ER visit. The goal is always to get students the best care at the right time.

SHS is open for appointments throughout most of the year, including much of summer but closed for Thanksgiving and winter break.

A \$15 no-show charge is assessed for missing an appointment or canceling without two-hour advance notice.

### Insurance-Payment Information



All enrolled students are eligible for services at SHS whether a student has SHIP or private insurance (e.g., through their parents or on their own).

There is no charge for the office visit to see a provider. If tests or procedures are required or any medications/vaccinations administered/dispensed, charges will be incurred.

Students do not need to pay for charges at the time of service.

Students have 15 days from their appointment to make payments on their account. Students may make payments by check, cash, Claremont Cash, or credit card (Visa and Mastercard). If your bill has yet to be paid after 15 days, it will be sent to your student account at your college; the college will request payment according to their campus policies. We can extend payment beyond 15 days with advance coordination. Please discuss with a receptionist at check out.

## Insurance-Payment Information Cont.



SHS does not bill your insurance. Students must submit their walk-out statement of charges to their insurance for reimbursement. SHIP generally provides full reimbursement of SHS charges, and students can use that reimbursement to pay off their SHS charges. SHS is usually considered an out-of-network provider for those not on SHIP. Students should check with their insurance company to determine SHS reimbursement policies and the extent of coverage.

SHS staff or a campus liaison can guide you on the claim reimbursement process for SHIP.

You may access a copy of the SHIP insurance card from our Student Health Services website. A PDF and additional information about your plan is available at [aetnastudenthealth.com](https://aetnastudenthealth.com).

## Other Important Details



A physical exam (within the last 12 months) and required vaccinations are due BEFORE coming to campus as an incoming student.

A signed release of information form is needed if you would like to share your medical records with your parents or an outside party. It can be revoked at any time.

Our [SHS website](#) is a great resource with links, FAQs, information about services, and more.

SHS provides minor surgical procedures, simple laceration (cuts in the skin) repair, foreign body removal, wart removal/cryotherapy, abscess (boil) incision and drainage, and ingrown toenail excisions.

Free and confidential HIV and pregnancy screening is available.

TimelyCare telehealth services are available 24/7, 365 days a year (in the United States). SHS works closely with [TimelyCare](#) to create the best experience for students.

[Student Health Services](#)

 [services.claremont.edu/student-health-services](https://services.claremont.edu/student-health-services)

[My Health Portal](#)

 [shshealthportal.cuc.claremont.edu](https://shshealthportal.cuc.claremont.edu)



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**SHS**  
STUDENT HEALTH SERVICES

 THE CLAREMONT COLLEGES  
SERVICES