

UTC Student Health Services Planning Committee UPRAC Report, December 10, 2015

Brief Background on Student Health Services

After five years in partnership with Erlanger Health System at an off-campus site on the Erlanger campus, Student Health Services returned to campus in fall, 2013. The Student Health Fee increased from \$25 to \$60/semester per student in fall 2014 as supported through SGA. These student fees fully fund all SHS operations, as well as provide funding for positions and/or educational and outreach programs in Counseling, Mental Health and Wellness areas, Women's Center, and Veteran Services.

“The mission of SHS is to deliver high quality healthcare that is holistic in nature and easily accessible for all UTC students. We are committed to meeting the health service needs of our diverse student population while treating each individual with dignity. Delivery of care will be a collaboration between the health care provider and patient; one that is built on trust and mutual understanding.”

Student Health Services provides the following services:

1. Primary Care: Examples include students who need treatment for chronic health conditions including diabetes, high blood pressure, etc.
2. Urgent Care: Examples include lacerations, flu, asthma exacerbations/shortness of breath, dehydration, elevated blood pressure etc.
3. Health Education: Examples include informational emails appropriate to the time of year and health issues on campus, healthy sexuality programming, partnering with the Counseling and Personal Development Center and the Women's Center for body image programming, sexual assault programming, alcohol and other drug programming.
4. Medication: The SHS keeps some medications which are prescribed routinely to students, including antibiotics, oral contraceptives, etc.
5. Limited Physical Therapy Evaluations: PT faculty and students are present one day per week in SHS to provide initial evaluations for students.
6. Immunization compliance with state law.
7. Approval of alternative insurance plans for international students.

Partnerships

Here is a partial list of the partnerships established through SHS:

1. SHS and the School of Nursing: Faculty who are credentialed as Nurse Practitioners work in the clinic to complete the required number of practice hours to meet recertification requirements.
2. SHS and the School of Nursing: Nursing Students in both the Bachelor and Master's programs receive supervised clinical experience on site.
3. SHS and Athletics: SHS provides pre-participation physicals for selected athletes. SHS has also provided physicals for the Sugar Mocs Dance Team and the UTC Cheerleading squad.
4. SHS and the Aquatic and Recreation Center (ARC): SHS has provided physicals for some club sports and dance teams.
5. SHS and American Heart Association: Promotion and assistance with fundraising and educational programs.
6. SHS and Blood Assurance: Regularly coordinate and support blood drives on campus.
7. SHS and Hamilton County Department of Health: SHS is designated as a local clinics that will receive and be able to distribute vaccinations should there be a community crisis and vaccinations are required.
8. SHS and Hamilton County Health Department: SHS will work with the Hamilton County Health Department if there is a specific medical issue for which training is needed. A recent example is when SHS providers needed training on the appropriate handling of those who may have been exposed to Ebola.
9. SHS and University of Tennessee Health Science Center (UTHSC): The precepting physician is contracted through UTHSC.

Student Health Services Profile

<u>Academic Year</u>	<u>Appointment Numbers</u>
2013-14	5964
2014-15	6975
2015-16 (12/9/15)	2436

SHS Planning Group Members

Nancy Badger, Chair

Tyler Forrest, Business Office

Chris Smith, School of Nursing

Terry Denniston, Chancellor's Office

Laure Poe, Human Resources

Dee Dee Anderson, Student Development

David Snyder, Athletics

Garrett Henson, SGA Rep

Becky Miller, Interim Director SHS

The SHS Planning Committee reviewed two primary areas of focus:

- A. Short-Term (for the 2016-17 academic year) Implementation of an Insurance Billing Model
- B. Long-Term Comprehensive University and Student Health Center Model

A. Short-Term Recommendations—Insurance Billing Model For Fall 2016:

The Planning Committee completed the following work:

- a. Reviewed the Sunbelt Survey to review best practices regarding insurance billing models (The Sunbelt Survey is a group of 53 institutions associated with the Southern College Health Association that collect and share benchmarking data, and other information to support member institutions and other colleges and universities).
- b. Spoke with selected Student Health Directors who implemented an insurance billing model on their respective campuses to gain insights and perspectives on these projects.
- c. Hosted a web conference with a rep from Navicare, a national Student Health Services billing agency to review their services and possible match for our campus needs.
- d. Reviewed the services of Vivature, an insurance broker and billing agency that works with Athletic Departments and other services and companies to help secure low-cost insurance coverage. The UTC Athletic Department is in the first year of a contract with Vivature to provide student-athletes with insurance coverage.

Committee Recommendations:

- Add insurance payment as a revenue source for fall 2016
 - Students who use the services pay for the service (no increase in the Health Fee)
 - Due to the Affordable Care Act, approx. 90% of students who visit SHS have insurance
 - Design a plan to provide services for students without insurance – discount model
 - Provide ready access to Health Services on campus for faculty and staff members
- Work with students and HR to review and select expanded services
 - Extended hours – evening and weekend
 - More in-house labs, radiology, etc.
 - Partnership services; Physical Therapy, Dietetics, etc.
 - Additional providers as needed (FNP faculty members, part-time, etc.)
- Additional points of discussion
 - Explore a shared insurance billing model with Athletics
 - Required to get all providers credentialed for the fall for insurance billing purposes (approx. a six-month process) – will check if UTCOM/Erlanger can assist with this service
 - Fully supports our efforts to provide a higher, more accessible level of health care services for faculty and staff members

- Hire a Billing Coordinator who works directly with patients and the billing agency on any insurance issues, and ensures all providers are properly credentialed for billing purposes

Estimated Insurance Revenue

Based upon the number of patients and level of care provided through Student Health Services for two semesters (spring and fall 2015), the estimated insurance billing revenue would be approximately \$160-180,000/semester, or a total of approximately \$320-360,000/year. These figures may vary depending upon a number of factors (number of insured and uninsured patients, different levels of reimbursement by the insurance companies, etc.), but these are conservative figures based upon available insurance billing information. These figures also do not include any additional growth in the number of faculty and staff patients who receive care through SHS.

B. Long-Term Comprehensive University and Student Health Center Model

The Planning Committee considered a number of different points related to a long-term, comprehensive Health Services Model that will best serve the UTC community. Some of these planning points include:

Expansion of Existing and Additional Services

- Expand physical therapy services through SHS. A modest level of physical therapy service is currently offered through SHS, and there are plans to more firmly establish this program in 2016-2017. Expanding this partnership between Physical Therapy, SHS, and the ARC will provide better access to clinical care for students, additional teaching and learning opportunities for PT students, and the opportunity to appropriately compensate PT practitioners for their services.
- Women's Health Clinic. Dr. Chris Smith, Director of the School of Nursing, has suggested that one of her faculty may be interested in establishing a Women's Health Clinic within SHS on a designated day. Services offered to women during this day and time by the certified nurse midwife would be more specialized.
- Dietetics Services. The SHS Director will work with the Dietetics faculty to explore the opportunity for a partnership in which students who are working toward a degree in Dietetics provide nutrition counseling to other students while supervised by the faculty. This would follow the same model the physical therapy department has already adopted.
- Increase services to faculty and staff. Based on insurance filing, more faculty and staff may be interested in receiving services from SHS. As we experience this growth, staffing levels will be closely monitored to ensure that access to providers for both students and staff members are managed well.

Depending on the revenue generated by insurance filing and student health fees, other expanded services may be offered. Possible services include:

- Radiology. A small Portable X-Ray Unit would cost approximately \$50,000.00. Additionally, there may be approximately \$2,000.00 in construction costs for the lead sheet rock. It is anticipated that there would be no electrical work required.
- Extended hours. Students (and possibly staff members) would welcome the prospect of SHS remaining open for one or two evenings a week and possibly during a period on Saturday. Any additional hours of operation would need to be supported through appropriate staffing levels.

Options For Long Term Model

The Planning Committee reviewed the following points related to a long-term model for a comprehensive health services program for UTC.

- Explore an RFP for a comprehensive University & Student Health Services Model that provides broad clinical services to students, faculty and staff members, and addresses the specific health care needs of the Athletic Department and student athletes. This RFP would include a request for a

facility to locate Health Services

- Budget Model: The possible impact of implementing an insurance billing plan for the program.
- Space consideration if service numbers increase as faculty and staff members have easier access to Health Care on campus.
- Consider planning for a shared facility to include Health Services and Counseling Services in one location. Including the DRC in this model may also be a point of consideration.
- Continue to increase health care provider partnerships and teaching opportunities for UTC faculty and students.
- Continue to keep services as accessible and as affordable as possible for all members of the UTC community.
- The hiring of a full-time physician in partnership with Athletics to serve as the precepting physician for Health Services and the team physician for Athletics.
- Possibility of securing outside funding support through grants, donors, or other sources.

Committee Recommendations

The committee recommends the following steps to complete during the spring semester:

- Implementation of the insurance billing plan for fall 2016.
- Complete an analysis of the possible partnerships between SHS and Athletics, including shared software, billing and insurance services, provider care, and facilities.
- Complete a thorough review of the advantages and disadvantages of:
 - Outsourcing Health Services through a partnership with a Health Care System or in partnership with UTHSC
 - Oversight of University & Student Health Services by the School of Nursing
 - Continued oversight of the program through Student Development