

Current Primary Care Appointments: in-person and telehealth

	Monday	Tuesday	Wednesday	Thursday	Friday
Parnassus	2 Nurse Practitioners		2 Nurse Practitioners		1 Nurse Practitioner 1 Physician
Mission Bay		1 Nurse Practitioner		1 Nurse Practitioner	
Telehealth				1 Nurse Practitioner	

Primary Care Services

Option	What to Expect	How to Access	What it costs (with UC SHIP)
<p>SHCS Referral to Community Provider (i.e., UCSF Health Primary Care, One Medical*, Anthem network provider)</p> <p><i>*Due to One Medical being a contracted provider with Anthem, UC SHIP enrollees do not need to pay the annual membership fee (optional)</i></p>	<p>Referral to community provider for self-scheduling.</p>	<p>Send secure message via https://myhealthrecord.ucsf.edu to "Insurance/Referral Coordinator".</p>	<p>*\$25 copay</p> <p><i>*With receipt, SHCS will reimburse your \$25 copay</i></p>
<p>UCSF Acute Care Clinic (Urgent Care)</p>	<p>Referral to UCSF ACC for self-scheduling.</p> <p>Referrals need to be in their system before scheduling an appointment. Please coordinate your referral with SHCS prior to scheduling.</p>	<ul style="list-style-type: none"> Send secure message via https://myhealthrecord.ucsf.edu to "Insurance/Referral Coordinator". UCSF ACC does not accept walk-ins: To make a same-day appointment, call (415) 353-2602. Capacity is limited, so please call at 8 a.m. on the day you'd like 	<p>*\$25 copay</p> <p><i>*With receipt, SHCS will reimburse your \$25 copay</i></p>

	<u>No walk-ins</u> . Only same day appointments. Must call by 8 a.m.	to schedule your appointment.	
<u>UC Berkeley University Health Services (UHS)</u>	Visit with a UC Berkeley provider.	<ul style="list-style-type: none"> • Contact the UCB SHIP office at (510) 642-5700 or email ship@berkeley.edu to register. • Call the appointment office (510) 642-2000 to schedule. • Charges for services within UHS will be the same as non-SHIP UC Berkeley students. • Non-UC SHIP students must pay at the time of service. They will receive a billing statement and can submit a claim to their own private insurance carrier. 	<p>*\$15 copay</p> <p><i>*With receipt, SHCS will reimburse your \$15 copay</i></p>
LiveHealth Online	A video-based visit with your choice of primary care provider. Appointment lead time may be immediate or a few minutes or a few hours.	<ul style="list-style-type: none"> • Log on to LiveHealthOnline • Create a user ID/password • Enter your UC SHIP member ID • Select a provider and schedule! 	<p>\$0 copay with UC SHIP policy number; *\$59 for all other students.</p> <p><i>*With receipt, SHCS will reimburse your \$59 copay</i></p>
Nurse Advice Line	Speak to a registered nurse about a health concern.	Call 1-877-351-3457	No cost

Urgent Care Center	A provider visit to address your urgent concern or urgent medication refill need. You will need to send a secure message to SHCS to request a retroactive referral (MyHealthRecord) if seen at UCSF Urgent Care.	Locate an urgent care center and call to schedule or inquire about drop in availability.	*\$25 copay (take your paper or mobile insurance ID) <i>With receipt, SHCS will reimburse your \$25 copay</i>
Emergency Room	Emergency Care	If you are experiencing a medical emergency, including but not limited to shortness of breath, chest pain, or a symptom that may be life threatening, call 911 for an ambulance or proceed to nearest ER.	\$125 copay (waived if admitted)

Mental Health Services

Option	What to Expect	How to Access	What it costs (with UC SHIP)
Emergency Room	Emergency Care	Proceed to nearest ER	\$125 copay (waived if admitted)
Mental Health Consult Line	Phone call with a therapist, immediate access or short hold time.	Call 1-415-476-1281 (option 2); 24/7 access	No cost
Urgent Care Center	A provider visit to address your urgent concern or urgent	Locate an urgent care center and call to schedule	*\$25 copay (take your paper or mobile insurance ID)

	medication refill need. You will need to send a secure message to SHCS to request a retroactive referral (MyHealthRecord) if seen at UCSF Urgent Care.	or inquire about drop in availability.	
Lyra Health	Free instant access to confidential, mental health care from diverse providers for students on UC SHIP. No referral needed.	<ul style="list-style-type: none"> • Log on to myucship.lyrahealth.com • Create a user ID/password • Complete a brief wellness questionnaire and get matched with high-quality coaches and therapists • Select a provider & schedule! 	\$0 copay with UC SHIP policy number
LiveHealth Online – Counseling or Psychiatry	A video-based visit with your choice of therapist or psychiatrist.	<ul style="list-style-type: none"> • Log on to LiveHealthOnline • Create a user ID/password • Enter your UC SHIP member ID • Select a provider & schedule! 	\$0 copay with UC SHIP policy number; \$95 - \$175 for all other students
Community Providers	Telehealth visit	Thriving Campus Psychology Today	\$0 copay in-network
TAO Connect	Self-Help	TAO Connect	

<p>Other Resources</p>	<p>National and local resources</p>	<p><u>National Suicide Prevention Lifeline</u> <u>National Domestic Violence Hotline</u> <u>San Francisco Women Against Rape</u> <u>National Sexual Assault Hotline</u></p>	<p>No cost</p>
<p>Resources for Relaxation</p>	<p>Getting out of the flight/fight/freeze activation mode.</p>	<p><u>Daily Qigong Routine for Beginners</u> <u>Calm App: Free Meditations</u> <u>Self-Compassion Guided Meditations</u> <u>Liberate Meditation App (For BIPOC by BIPOC)</u> <u>UCSF Department of Psychiatry</u></p>	<p>No cost</p>