PURPOSE: To explain the scenarios in which Watkins Health Services (WHS) requires payment at the time services are rendered.

POLICY: There is a select group of clinical and educational services for which WHS requires special payment or billing arrangements to be made. All other services are billed in accordance with established fee schedules and existing processes described in Administrative and Business Office policy documents.

PROCEDURES:

1. Alcohol & Drug Sanction Program – PAY IN ADVANCE OF SERVICE
   Provides alcohol and drug education courses to students sanctioned with alcohol or drug violations that occurred on-campus. Students with off-campus violations may also be referred to the program. Applicable student names are forwarded to the Alcohol Education Coordinator in the Health Education Resource Office (HERO) from the Student Conduct Office and/or Housing Hearing Officers.
   1.1 The Coordinator informs the student that they have been assigned to an alcohol or drug education course. They are given instructions on how to make the appropriate prepayment in accordance with the current WHS Fee Schedule before they are given the necessary information to enroll and complete their sanction. They are also provided a payment sheet to submit to the WHS Business Office (B.O.) with their in-person or mailed payment.
   1.2 Each day, the B.O. will retain payment sheets or print receipts of those who have made payments on alcohol and drug education courses. The payment sheets received from the students are made available to the Coordinator.
   1.3 The Coordinator will retrieve the list of paid students and payment sheets and will notify students of their course enrollment if payment has been made.
   1.4 Any students who contest their payment status will need to show proof of payment with a WHS receipt.

2. Faculty and Staff Immediate Care Clinic (ICC) Collection of Co-pays
   All co-pays are to be collected at the time of service and are not to be billed to the patient.
3. **CPR and First Aid Classes – PAY IN ADVANCE OF SERVICE**
   
   Students, faculty and staff are eligible to take CPR (Cardio-Pulmonary Resuscitation) and First Aid classes offered by WHS.
   
   3.1. HERO staff member will schedule classes upon request.
   
   3.2. HERO staff member will complete a CPR Course Payment Form (HE-116-1) prior to the class.
   
   3.3. At the beginning of the class, the HERO staff member will collect the payment from each participant.
   
   3.4. After the class, HERO staff member will present the form and payment to the B.O. for billing or posting of payments.
   
   Exception: In the event that a KU department is paying for someone’s participation in a class, no pre-payment is required at the time of the class. WHS will process an invoice and resulting payment from that department by way of the “Service Order Voucher” (SOV) process (in accordance with State and KU policies).

4. **Smoking Cessation Classes for KU Faculty & Staff – PAY IN ADVANCE OF SERVICE**

   KU faculty and staff are eligible to take these classes offered through WHS. WHS will provide a series of six classes at a single, flat rate which will be the individual's responsibility to pay in advance.

5. **Travel Clinic Immunizations – PAY IMMEDIATELY AFTER SERVICE**

   Immunizations provided to members of the local community and surrounding counties who are not KU students or KU faculty or staff. These individuals may arrive at WHS with a prescription specifying the correct immunization or they may need to see a WHS provider to determine correct immunization(s) for their travel destination(s).

   5.1. These individuals are informed at registration that there is a fee for immunizations and the office visit (when applicable), and that they will be expected to pay for services after the immunization is received. When patients have a question about the fee amount, they are informed of all associated fees as soon as the correct immunization is identified but **before it is given**. This provides the patient the opportunity to decline the immunization. If necessary, the patient should be referred to the B.O. for discussion of exact fees.

   5.2. If the patient decides to receive the immunization, he/she will be taken to the appropriate location within WHS and processed per normal protocol.

   5.3. After the individual has received the immunization, the clinic staff will escort the patient to the B.O. so payment for the immunization and any other services rendered may be obtained.

   5.4. If the full immunization requires a series of inoculations, the patient is expected to pay for the services provided **at each visit**, i.e. they may not to pay in advance for the full series.
6. **New Student Orientation (NSO) – PAY IMMEDIATELY AFTER SERVICE**
   6.1 Future students who are on-campus for NSO may come to WHS for any required immunizations and will be expected to pay at time of service. They will be charged at the Health Fee-paid rate for immunizations and administration.
   6.2 At the conclusion of the appointment, clinic staff will call the B.O. and ask to have someone come and escort the patient to the B.O. so payment for the services rendered may be made.

7. **Flu Clinics – (Note: There is a difference in how we handle KU students vs. KU Faculty and Staff.)**
   7.1 Students with acceptable insurance coverage will have their insurance billed for this service. Students without insurance will have the charges placed on their WHS account and will be billed. Examples of acceptable insurance coverage: UHCSR, BCBS, Aetna, Cigna, and Tricare, etc.
   7.2 Faculty and Staff with acceptable insurance coverage will not be required to pay at time of service. Examples of acceptable insurance coverage: United Health Care, BCBS, Aetna, Cigna, Tri-Care, etc.
   7.3 Faculty and Staff without insurance or who have coverage through a government program like Medicare, Medicaid must pay at time of service.

8. **Faculty & Staff with Prescriptions, Co-pays and / or Over-the-Counter (OTC) items – PAY AT TIME OF SERVICE**
   8.1 These may not be billed to a Faculty / Staff member account.

9. **Private Billing – PAYMENT IMMEDIATELY AFTER SERVICE IS PREFERRED, HOWEVER, WE WILL BILL THE PATIENT IF REQUESTED**
   9.1 Patients have the right to request that no charges for a given service be billed to their insurance or to request the billing statement be sent directly to them. It is the responsibility of the patient to inform the B.O. of the correct billing address for this statement.
   9.2 Patients may also pay all related fees immediately after the service is provided or during the next business day if the B.O. is closed. Refer to Business Office policy BO-304.

10. **Victims of Sexual Assault –**
    10.1 If the victim is a KU student but has not paid the full Campus Health Fee, the Health Fee Remainder will be charged to the patient’s account.
    10.2 If the patient is not eligible to pay the Campus Health Fee but is eligible to receive services at WHS, the standard non-Health Fee rate will be used for any charges applied.
    10.3 If a Sexual Assault Kit is used, there is no charge, regardless of Health Fee status. There will be no charge for ancillary tests, procedures and medications. WHS will bill the District Attorney’s Office for the collection/use of the Sexual Assault Kit.
10.4. If the victim declines the use of the Sexual Assault Kit or does not qualify, there will be charges for ancillary tests, procedures and medications.

11. **Care for a Non-Student Spouse or Domestic Partner**
   Special guarantor arrangements are available for a KU student (who is eligible for services) to be responsible for the charges related to WHS providing care to a spouse or domestic partner. Refer to policy AD-401 Medical Care for Spouse / Domestic Partner.

12. **Care of Participants in “Short Stay” Programs – PAY IMMEDIATELY AFTER SERVICE**
   These are programs that are less than three months of duration and the participating students do not have insurance which we can bill.
   12.1 “Short Stay” programs are arranged by KU with other universities, usually located outside the U.S. Examples are “Kansai” and “Kanagawa” programs.
   12.2 At the conclusion of the appointment, clinic staff will call the B.O. and ask to have someone come and escort the patient to the B.O. so payment for the services rendered may be made.

13. **Regarding Refunds**
   Any refunds owed to the patient will be processed per policy BO-214.

**GLOSSARY OF TERMS:**
- Campus Health Fee = A fee charged at the beginning of each semester to most students which provides part of the operating revenue for Student Health Services. In general, the fee entitles the student to a discounted rate for services and no charge for provider visits.

**REFERENCES:**
This document is on file with the KU Policy Library.

AD-014 Patient Population - Eligibility
AD-015 Campus Health Fee and Health Fee Remainder
AD-401 Medical Care for Spouse / Domestic Partner
BO-203 Routine Account Billing, Payment and Collection
BO-214 Refund Process
BO-304 Restrictions on Use/Disclosure of PHI for Billing