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

POLICY: There is a select group of clinical and educational services for which SHS 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 Education Program** – PAY IN ADVANCE
   Provides alcohol and marijuana education courses (online and classroom) to students sanctioned with alcohol violations in Student Housing residence halls, scholarship halls, and Jayhawker Towers. Applicable student names are forwarded to the Alcohol Education Coordinator in the Wellness Resource Center (WRC) from Housing Hearing Officers.
   1.1 The Coordinator informs the student that they have been assigned to an alcohol education course. They are given instructions on how to make the appropriate prepayment in accordance with the current SHS 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 Business Office with their in-person or mailed payment.
   1.2 Each day, the Business Office (B.O.) will generate a list of those who have made payments on alcohol education courses. This list, along with the payment sheets received from the students, is 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. Bi-monthly reminders are sent to students who have not made their pre-payments.
   1.4 Any students who contest their payment status will need to show proof of payment with a SHS receipt.

2. **CPR and First Aid Classes** – PAY IN ADVANCE
   Students, faculty and staff are eligible to take CPR (Cardio-Pulmonary Resuscitation) and First Aid classes offered by SHS.
   2.1. Individuals must complete a CPR/First Aid Pre-payment Form (WR-116-1) at the time of enrollment through the Wellness Resource Center (WRC) either in
person, off of the SHS website, or by telephone (participant must pay by credit card).

2.2 The enrolled participant or WRC staff member will present the prepayment form to the B.O. for billing or posting of payments.

2.3 A minimum of 6 paid participants is required for the class to be conducted. If the class is cancelled due to low enrollment:

2.3.1 Paid participants will be notified at least 48 hours in advance.

2.3.2 Paid participants will be enrolled in another course, if another course is planned.

2.3.3 If no course is planned, the course fee will be credited to any unpaid SHS individual account balance.

2.3.4 If no balance is due, the course fee will be refunded per SHS policy.

2.4 Exception: In the event that a KU department is paying for someone’s participation in a class, no pre-payment is required and the individual(s) may be scheduled for the class. SHS 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).

3. **Community Immunizations** – PAY IMMEDIATELY AFTER SERVICE

Immunizations provided to members of the local community who are not KU students or staff and who do not pay the Campus Health Fee. These individuals may arrive at SHS with a prescription specifying the correct immunization or they may need to see a SHS physician to determine correct immunization for their destination(s).

3.1. 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.

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

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

3.4. If the full immunization requires a series of inoculations, the patient is expected to pay for the services provided **during each visit**, i.e. this is a “pay-as-you-go” payment plan.

4. **QuantiFERON®-TB-GOLD Testing for Community** – PAY IMMEDIATELY AFTER SERVICE (unless otherwise noted below)

4.1. SHS may establish agreements with outside entities (e.g. physicians, hospitals, health departments, law enforcement, etc.) to receive blood samples for testing.
These tests will be invoiced to the outside entity as opposed to the individual from whom the blood sample was obtained.

4.2. Testing provided to members of the local community who are not KU students or staff and who do not pay the Campus Health Fee. Depending upon other arrangements, a decision is to be made as to whether the individual is to pay for the service or if an outside entity is to be invoiced (per 4.1 above).

5. **New Student Orientation (NSO) – PAY IN ADVANCE**  
Sessions held away from the Health Center provide an opportunity for SHS staff to immunize incoming students in accordance with university mandates. There is a charge for these immunizations but there is no charge for SHS staff to perform the inoculation. The fees are the same as if the immunization was given at the Health Center. Regardless of where the immunization is provided, the fee is collected immediately prior to the service. If the fee is not paid, the student must make other arrangements to obtain the immunization(s) and any required documentation.

6. **Flu Clinics – PAY IN ADVANCE**  
Opportunities for SHS clients to receive an immunization against the prevailing strain of flu virus, which may be held either within or outside of the Health Center. The fee for this service and any associated charges are to be collected immediately prior to the immunization.

7. **“Community” Partners seen for STI Screening/Treatment – PAY IMMEDIATELY AFTER SERVICE**  
7.1. This is a non-KU student who was a sexual partner of a KU student and who is requesting to be seen by a SHS provider for the purpose of screening and/or treatment for sexually transmitted infection (STI).
7.2. These individuals are to be informed of the expected charges in accordance with the SHS Fee Schedule for Non-Health-Fee payers.
7.3. If the individual decides to receive services, he/she will be taken to the appropriate location within SHS and processed per normal protocol.
7.4. 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.

8. **Private Billing – PAY IMMEDIATELY AFTER SERVICE**  
The B.O. provides clients with an opportunity to maintain control over information concerning their treatment and charges. Patients may 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.
9. **Victims of Sexual Assault** –

   ANY CHARGES INCURRED ARE TO BE BILLED PER NORMAL PROCESS

   9.1. If the patient has paid the Campus Health Fee, there will be no After-Hours charge (in those cases when this would otherwise apply).

   9.2. If the patient has not paid the full Campus Health Fee, the Health Fee Remainder will not be charged for this visit, nor the After-Hours charge (in those cases when this would otherwise apply).

   9.3. If the patient is not eligible to pay the Campus Health Fee, the standard Non-Health Fee Rate will be used for any charges applied. If at all possible, arrangements should be made for payment at time of service.

   9.4. 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.

   9.5. If the patient declines the use of the Sexual Assault Kit or does not qualify, there will be charges for ancillary tests, procedures and medications.

10. **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 SHS providing care to a spouse or domestic partner. Refer to policy AD-401 Medical Care for Spouse / Domestic Partner.

11. 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:**

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