Health Services meeting

Tuesday, October 13 at 2pm

Attendees

Health Services:
Kathleen Grace-Bishop, Director of Education and Promotion, UNH Health Services
Kevin Charles, Assistant VP/Executive Director, UNH Health Services
Cindy McGahey, Dir. of Finance & Admin at Health Services

GSS:
Matt Smith, GRAD Senator, GSS rep. to Healhy UNH Partners, Health Insurance Advisory Committee
Patrick Lacroix, GSS Treasurer, Financial Affairs Committee Chair
Ezra Temko, GSS President

Notes
1. If you have any concerns regarding any visits or interactions with Health Services, they want to hear them. This is even if it is about one practitioner being more or less responsive than another.
   a. The primary contact for these matters is Dennis Dupuis, the Quality Improvement Coordinator, who handles issues and concerns. You can e-mail or call him, or you can fill out this online form (which can also be submitted anonymously): http://www.unh.edu/health-services/feedback
2. They agreed to add qualitative descriptive biographies of the doctors and nurse practitioners, similar to what Counseling has on their website.
3. They invited us to, in the future, do a tour of the Health Services Building.
4. They reminded us that they are open Wednesday evenings until 7:30pm and on the weekends (12n-4pm), which they hope makes their services more accommodating for graduate and non-traditional students.
5. Insurance
   a. They confirmed that people can now go to outside pharmacies with SHBP and that if people are having issues it is probably because they have not printed out their new ID card. So long as people with the Student Health Benefits Plan have printed out their new ID cards, which have the Caremark logo and PBM numbers the old cards didn’t, your options for prescriptions just expanded. You can now go to any Caremark Retail pharmacy to fill your prescriptions. Copays are $10/$30/$50 at Caremark Retail pharmacies, so you will still save money at the UNH pharmacy ($10/$25/$40), and we encourage you to continue to support the UNH pharmacy if you can, but hopefully this will make things more convenient for non-traditional students, students based out of the Concord and Manchester campuses, and others whose schedules and/or lives do not bring them to the Durham
campus during the pharmacy hours. Please note that the UNH pharmacy is open in the evening on Wednesdays until 7:30pm (except Veterans Day) and on the weekends from 12n-4pm.

b. They stopped having printed insurance cards a few years back as a cost-saving measure, but will investigate whether they can do a mobile app for ID cards.

c. Though they are not sure when this will happen, adding vision and dental insurance benefits is a goal of theirs.

d. People who are not near campus can go to outside doctors with the plan, and use the plan and pay the co-pay, but there is an initial $250 deductible.

e. The Health Insurance Advisory Committee usually meets about three times in the spring and sometimes meets once in the fall.

6. Fees & Building
   a. They hope to expand the Health Services building in the future
      i. They have been saving up for this and so it will not mean an increase and/or large increase to the student fee associated with this.
   b. There is no fee increase likely to be proposed for next year.
   c. They have been very forward thinking in terms of budgeting and cost planning and trying to be considerate of student costs associated with the fee and managing their fee level / minimizing increases.