

## **Student Health Center (SHC) Financial Charges**

### **I. Policy**

To establish how charges assessed, billed, paid, and refunded when indicated to *eligible* students for services rendered at the Student Health Center (SHC). Payment is expected within the same semester the service was rendered. Charges should be viewable on the students My Sam account within 24 hours after a charge is incurred.

### **II. Definitions**

**Eligible**-a student is “eligible” for services if enrolled in Sam Houston State University and if the *medical services fee* has been billed for the semester the student is seeking care at the SHC.

### **III. Procedure**

Services at the SHC subject to a charge are the responsibility of the patient (parent or guardian if under the age of 18) and will be assessed in the following manner:

- A. Students will sign a financial policy agreement as part of their annual forms completion process.
- B. If a student requests to know the fee for a procedure, test or product, the price will be quoted based on the current price listed in the electronic health record.
- C. Charges will be added to the patient/student account in the electronic health record via use of a transaction code with a pre-determined fee.
- D. Charges will upload to the patient/student My Sam account within 24 hours (of the next normal business day Monday-Friday) and are payable through the cashier’s office only.
- E. If a patient/student has the university contracted student insurance, the insurance will be noted in the EHR account, and the claim will be submitted to the third party payor by the SHC.
  1. University insurance plan covers the services at the SHC at the contracted/agreed upon rate with no out of pocket cost to the student.
  2. The university insurance plan is the only health insurance plan accepted by the SHC, all other students will be billed as self-pay through their student account.
- F. Charge removal/dispute:
  1. If a provider wishes to have a charge removed from a patient account, they must:
    - a) Enter a ticket comment in the EHR for the front office supervisor to reconcile.
  2. If a patient wishes to dispute a charge, the student should contact
    - a) the front office supervisor first and may contact
    - b) the Health Center Director if issue cannot be resolved by the front office supervisor to the student’s satisfaction.

### **IV. Attachments- none**