



UNM Student Health & Counseling (SHAC)
Administration-Reception

PATIENT ELIGIBILITY REQUIREMENTS POLICY & PROCEDURES

POLICY: Student Health & Counseling (SHAC) Reception Area staff will verify eligibility of all patients to identify if a patient is eligible to use SHAC services. Eligibility guidelines are established for fall and spring semesters and for special groups.

PROCEDURES:

1. Student Eligibility

- 1.1. SHAC offers comprehensive outpatient medical and mental health services for all currently enrolled UNM students who are paying the SHAC Eligibility & Wellness Fee. The fee is mandatory for all Main Campus students taking 4 or more credits. Other UNM students, including branch campus students, can voluntarily pay fee to access services.
- 1.2. SHAC does not offer pediatric care. Students under 18 must have a completed parental consent form on file or legal documentation confirming emancipation.
- 1.3. Students without insurance, or who have insurance SHAC is not contracted to accept, will be responsible for all services rendered at SHAC including any lab, X-ray or procedures at a self-pay rate.
- 1.4. Co-pays can be paid for at time of service or charged to the student's UNM bursar's account.
- 1.5. Total charges cannot be paid at time of service; SHAC must bill insurance first. For self-pay, arrangements can be made once all charges for visits have been processed.

2. Special Program Eligibility

- 2.1. SHAC may, at times, enter into an agreement (MOU) with other departments in the UNM community to provide services for certain enrolled students. These agreements will specifically define what services can be provided and at what rates.
- 2.2. If a patient requests services and is not part of the list provided with the MOU, SHAC will verify with the department their eligibility. The student will be responsible for the appropriate fees and or charges.

3. Banner enrollment

- 3.1. Banner reports may be checked to verify that the student is registered for the current semester.
- 3.2. Banner enrollment information is downloaded to the practice management system daily.

4. Payment

- 4.1. Students who wish to pay for services rendered can pay with cash, check, credit card, or charge it to their student UNM Bursar's account.
 - 4.1.1. The Reception Area staff will collect payment.
 - 4.1.2. A receipt will be generated for the patient.

5. Follow-up Care

- 5.1 Students no longer enrolled at UNM due to graduation or other reasons and those who are established with a SHAC provider may be seen to provide continuity of care while they are seeking to establish with a community provider. However, this determination will be made on a case-by-case basis by a SHAC director.
- 5.2. If a student is being treated for blood/body fluid exposure (e.g., needle-stick), they can be seen at the SHAC for 12 months following the date of exposure, regardless of current eligibility, for completion of exposure treatment only. Fees will be billed to the Needlestick insurance when applicable.

Links: [Nursing General Services](#)
[Physical Therapy Services](#)