Student Wellbeing at UD is made up of three wellbeing units:

- Student Wellness & Health Promotion
- Center for Counseling & Student Development
- Student Health Services
Student Wellbeing on the South Green
Student Health Services at Laurel Hall
Student Wellbeing on the South Green
Warner Hall as a Wellbeing Destination
Many of the Student Wellbeing Services we are about to talk about are covered by the wellbeing fee that is included in tuition for all full-time students!

*Part-time students are able to opt-in*
Center for Counseling & Student Development (CCSD)

- Community outreach and education
- Group offerings
- Initial consultations
- Individual counseling
- Psychiatric care
- Emergency appointments
- Referral coordination and support

The top referral source for a student connecting with CCSD is another student who shared about their positive experience.
What to expect at CCSD

“Triage” appointment to understand student concerns & needs

Counseling at CCSD

Shorter-term; individual & group counseling

Counseling w/local off-campus provider

Unlimited sessions; Highmark student insurance plan = $20 co-pay

Counseling through TimelyCare

9 free telehealth sessions per academic year

Drop in 8:30-5pm M-F
## What every student receives at CCSD

<table>
<thead>
<tr>
<th>Service</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Triage appointment</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Access to care/referral coordinator</strong></td>
<td>- Assists with finding provider who can best meet student’s needs</td>
</tr>
<tr>
<td></td>
<td>- Will meet with student until match is made and 1st appt is conducted</td>
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<tr>
<td><strong>Screening for group counseling</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Unlimited emergency counseling or crisis support</strong></td>
<td>- Via phone: 24-hour helpline (call 302-831-1001)</td>
</tr>
<tr>
<td></td>
<td>- Via telehealth: TimelyCare on demand counseling 24/7 within 5 minutes</td>
</tr>
<tr>
<td></td>
<td>- In person: Emergency counseling at CCSD 8:30am-5pm Monday-Friday</td>
</tr>
<tr>
<td><strong>“Let’s Talk”, outreach workshops, &amp; prevention programs</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Request referral to be considered for psychiatric services</strong></td>
<td></td>
</tr>
</tbody>
</table>
Care Coordination

- Take time now to consider how you will manage a pre-existing mental health disorder (counseling and/or medication)
- Arrange specialist and/or long-term care off-campus
- Our Care Coordinator can assist with local referral options

Download this checklist at:
https://sites.udel.edu/studenthealth/transition-of-care/
Your Virtual Health and Well-Being Resource
Available on the TimelyCare app or timelycare.com/udel

**TalkNow**
24/7, on-demand emotional support to talk about anything.

**Health Coaching**
Use this to help develop healthy lifestyle behaviors.

**Scheduled Counseling**
Choose your preferred day, time, and mental health provider.

**Self-Care Content**
Visit the “Explore” page for guided self-care content.

Scan the QR Code to access care.
It’s for Students. FOR FREE.
Student Health Services (SHS)

- Primary care
- Routine, Illness, and injury appointments
- Sexual health (*STI testing, PrEP, pap smear, birth control & more!*)
- Routine lab work (*blood, urine, stool tests*)
- X-ray
- Nutrition services
- Travel Consults
- Immunizations and allergy injections
- Dispensary (*think CVS!*)
- Sports medicine

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Student Health Services (SHS)

Make sure you upload your health requirements!

- Measles, Mumps, Rubella (MMR) (2 doses after age 12 months)
- Meningitis ACWY (Menactra/Menveo/MenQuadfi) (after age 16)
- (COVID-19 vaccine and booster strongly recommended but not required)
- Tuberculosis Screening and Testing (if indicated)
- Health History (Medical Conditions, Medications, Allergies)
- Medical Insurance Card and Prescription Insurance Card

More info, including how to upload immunization documentation and complete requirements:
https://sites.udel.edu/studenthealth/immunization-and-medical-history/
Does SHS offer Allergy Injections?
Yes! (through Immunizations department)

Does a student have to have the UD Health Insurance to use Student Health?
No

More info on Insurance / University Health Insurance at https://www.universityhealthplans.com/ud
Student Health Services - FAQs

What medicines are available at the Dispensary?

**OTC medicines** *(tylenol, ibuprofen, mucinex, sudafed, imodium, zyrtec, benadryl, cortisone, bacitracin, Plan B, monistat, etc)*

**Medical supplies** *(Thermometers, pulse oximeters, peak flow meters, etc)*

**Prescription medications** *if prescribed by a UD Provider (antibiotics, antivirals, inhalers, prednisone, steroid creams, anti-inflammatories, acne medication, birth control, etc)*

[https://sites.udel.edu/studenthealth/dispensary/](https://sites.udel.edu/studenthealth/dispensary/)
If Your Student Has a Chronic Health Condition

- **Upload medical history**, medications, allergies, surgeries, hospitalizations, etc to the UD Health Portal
- Ensure **student has full knowledge** of medical conditions, medications, treatments, healthcare providers, etc
- Establish with a provider at SHS to serve as their “UD PCP” - to get to know them and their medical history prior to a flare / worsening symptoms.
- **Check insurance coverage** in Delaware if waiving the UD Health Insurance

https://sites.udel.edu/studenthealth/transition-of-care/
Student Wellness & Health Promotion (SWHP)

- **Victim Services**
  - 24/7/365 Crisis Assistance - Sexual Offense Support (S.O.S.)
  - Professional Advocacy
  - Group Support

- **Alcohol & Substance Use Services**
  - Education, support, & referral
  - Collegiate Recovery Community

- **Living Well at UD (Prevention Activities)**
  - Peer-led education
  - Sexual health and healthy relationship education
  - Stress management, self-care and more!
Health Promotion FAQs

- Why is health promotion important for your student?
- What happens if my student violates the alcohol & drug policy?
- What resources are available for survivors of sexual misconduct?
- How can I, as a loved one or parent, talk to my student about alcohol and sex?
- What does student-centered care mean?
Ways to Get Involved: Student Opportunities

- Bystander Intervention Peer Educators
- Healthy HENS
  (*Healthy Exercise, Nutrition, Sleep, Stress, and Sexuality*)
- Mental Health Peer Educators
- Sexual Offense Support (SOS) Advocates
- Limited amount of Internship Opportunities
Many of the Student Wellbeing Services we just talked about are covered by the Wellbeing Fee that is automatically applied for all full-time students!

Part-time students are able to opt-in
All UD students are required to have insurance. Students & families choose between their own insurance or UD’s Student Insurance Plan.

Wellbeing Fee

- CCSD
- Most SHS Services
- SWHP
- TimelyCare
- Prescriptions

Insurance

Medical & Mental Health Specialists

Higher Levels of Care (ex. ER, hospital, etc.)

Billable Services @ UD*
## Student Wellbeing & Insurance

### Covered by the Wellbeing Fee

*No additional cost, no co-pay, no insurance utilized*

- **All services provided by CCSD** *(consultation, short-term counseling, group therapy, psychiatric services, TimelyCare, etc.)*
- **All services provided by SWHP** *(victim advocacy services, substance misuse and recovery counseling, educational programs, etc.)*
- **Most SHS services:**
  - Routine health visits *(chronic medical visits)*
  - Physicals
  - Acute visits *(illness or injury)*
  - Sexual Health / GYN visits *(visits for menstrual problems, STI testing, pap smear, birth control, PrEP and more!)*
  - Nutrition Consultations
  - Travel visits
  - On-site testing *(Rapid strep, strep culture, flu, COVID, monospot, CBC, STI testing, HIV, pregnancy tests, urinalysis, urine microscopic)*

### Not Covered by the Wellbeing Fee
*(Insurance may apply)*

- **Medications** - prescriptions, OTC, medical supplies
  *most insurances accepted*
- **Additional lab services**
  - sent to a reference lab *(LabCorp / Quest)*
  *most insurances accepted*
- **X-ray**
  *most insurances accepted*
- **Immunizations, Allergy injections, and Tuberculosis testing**
  *most insurances accepted*

SHS is in-network with Blue Cross, Aetna, Cigna, and most non-Medicaid, non-HMO plans. Itemized receipts are provided for out-of-network plans for any services not covered by the Wellbeing fee. The majority of services are covered by the Wellbeing fee and do not utilize a student’s health insurance plan.

All students can use SHS, regardless of their health insurance plan.
Health Insurance

● All UD students are required to have health insurance and upload their health insurance card and prescription insurance card to the UD Health Portal.

● UD offers a health insurance plan for students (Highmark)
  ○ You can opt to keep your current insurance, but you will need to submit a waiver

● Students will receive this info via email in July

● www.universityhealthplans.com/ud

(The health insurance plan is not managed by SHS)
Tips for Out of State Families

In the event of:

- an accident,
- an emergency,
- or your student needs specialized care,

1. **Your student will be accessing off-campus services in the community.** (Ex. ER visits, orthopedic specialists, intensive inpatient or outpatient services for mental health care, etc.)

2. If you have an out-of-state insurance plan, we strongly recommend checking to [make sure you have in-network options in the state of Delaware](#).

3. You may be able to request “**Away from Home**” status, which would allow your student to access these options.
Question & Discussion
Thank You!

Contacts:

- SHS - 302-831-2226; udel.edu/shs
- CCSD - 302-831-2141; udel.edu/counseling
- SWHP- 302-831-3457; udel.edu/studentwellness
- Non-stop Support
  - UD Helpline 24/7/365 on demand crisis support - 302-831-1001
  - TimelyCare 24/7/365 virtual on demand counseling https://sites.udel.edu/counseling/timelycare/