



LEHIGH
UNIVERSITY



Health & Wellness Center

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What can I expect from the Health & Wellness Center?

- High quality, compassionate medical care for ALL eligible undergraduate and graduate students.
- Non-judgmental care that respects individual differences in a confidential environment.
- Our dedicated, professional staff offers a host of services, including acute care, immunizations, lab services, gynecological examinations and contraceptive counseling.
- **Goal** – helping our students stay healthy in pursuit of academic success, and in fostering the public health of the campus community.



Is there a cost for the Health & Wellness Center?

- **NO fee for most visits**, including those with a Registered Nurse, Certified Registered Nurse Practitioner and/or Physician trained to take care of your medical situation or concern through assessment, diagnosis, and treatment.
- **Modest fee for prescription medications, vaccinations, supplies and laboratory testing**, reimbursable with University's Student Health Insurance Plan.



Medications

- If you are currently taking medication, please be sure to plan ahead for future supply.
- Providers at the Health & Wellness Center can prescribe most medications that may be needed, however certain medications need to be prescribed by a specialist and are not prescribed by our providers.

Many medications, including over-the-counter samples, are available at the Health & Wellness Center.



Where is the Health & Wellness Center?



**Johnson Hall 3rd Floor – South Entrance
(Student Resource Pantry)**



**Johnson Hall 2nd Floor
West Entrance
(Clinical Services)**

What are the hours of the Health & Wellness Center?

- **APPOINTMENT ONLY**
- During the academic semesters:
 - Monday-Thursday: 8:15 am - 4:15 pm
 - Friday: 9:15 am - 4:15 pm
 - Saturday & Sunday: Closed
- Hours may vary during breaks.
- After hours support:
 - Even when the Health & Wellness Center is closed, by calling our main number (610-758-3870), students can get in touch with a Triage Registered Nurse for health issues that are non-urgent, and cannot wait until the next day.



How do I make an appointment?

- The best way to make an appointment is to call 610.758.3870 during business hours, Monday-Friday.
- You can also use Patient Chat.



No Show Policy

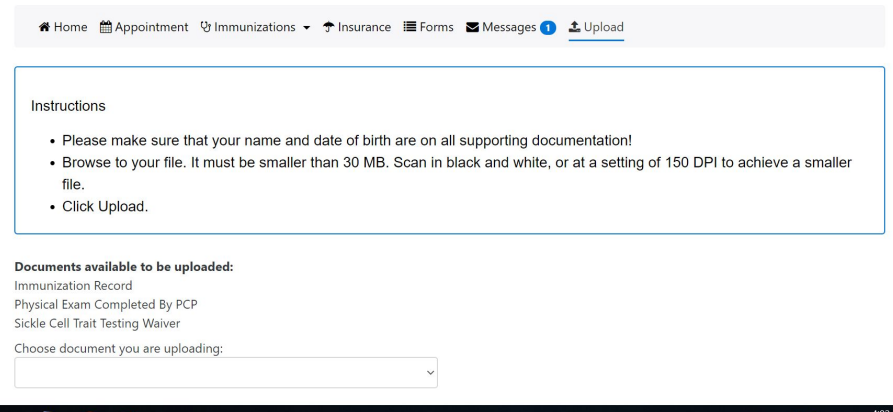
- Our no show policy is available online to view.
- If you no show for an appointment a \$20 charge will be added to your Bursar account.

Confidential?

- **We do not discuss student's protected health information with anyone, including parents or professors, without explicit written consent by the student.**
- **Privacy & Confidentiality Policy is available at:**
<https://studentaffairs.lehigh.edu/content/privacy-confidentiality-policy>
- **Our method of communication with students is via the secure messaging system in the student health portal.**

Health & Wellness Center Forms

- Forms to be uploaded via patient portal:
 - Immunization Record
 - Physical Exam
- Forms to be completed on the student health portal:
 - Acknowledgment & Consent for Treatment
 - Telehealth Consent Form
 - Health History Form
 - TB Screening Form
 - Communication Preferences
 - No Show policy



Home Appointment Immunizations Insurance Forms Messages 1 Upload

Instructions

- Please make sure that your name and date of birth are on all supporting documentation!
- Browse to your file. It must be smaller than 30 MB. Scan in black and white, or at a setting of 150 DPI to achieve a smaller file.
- Click Upload.

Documents available to be uploaded:
Immunization Record
Physical Exam Completed By PCP
Sickle Cell Trait Testing Waiver

Choose document you are uploading:



LEHIGH UNIVERSITY

Home Appointment Immunizations Insurance Forms Messages 1 Upload

OSH

Acknowledgement and Consent for Treatment Completed on 6/26/2020

Health History Form Completed on 6/26/2020

TUBERCULOSIS (TB) SCREENING FORM Completed on 6/29/2020

“I feel sick”

- Call HWC at 610.758.3870, give a brief summary of illness to schedule an appointment.
- Allow 30 minutes for your appointment.
- Arrive at HWC 10-15 minutes before your scheduled appointment.
- RN/MA will start your exam with vitals and any indicated in-house testing.
- MD/DO/NP will complete exam, along with recommendations.
- Most medications can be dispensed at time of visit for a modest fee.



“I fell one evening and now have a swollen ankle”

- Call HWC at 610.758.3870, give a brief summary of the injury to schedule an appointment.
- Allow 30 minutes for your appointment.
- Arrive at HWC 10-15 minutes before your scheduled appointment.
- RN/MA will start your exam with vitals.
- MD/DO/NP will complete exam, along with recommendations.
- If indicated, x-rays can be ordered to be done at the local hospital. Tests ordered are billed directly to student insurance.
- Lyft code will be provided for transportation if needed.



“I wake up feeling sick on a Saturday morning”

- If unsure if symptoms are urgent, call 610.758.3870 to be prompted to connect with Triage Registered Nurse from local hospital for further guidance.
- If only mildly ill and able to sleep, call HWC at 610.758.3870 after 8:15am, Monday thru Friday, for a same day appointment.

In the case you are having a medical emergency while the Health & Wellness Center is closed, please take one of the following actions:

- If you are on Lehigh's campus, call the Lehigh University Campus Safety at: 610-758-4200
- If you are not on Lehigh's campus, call the Police Department at: 911

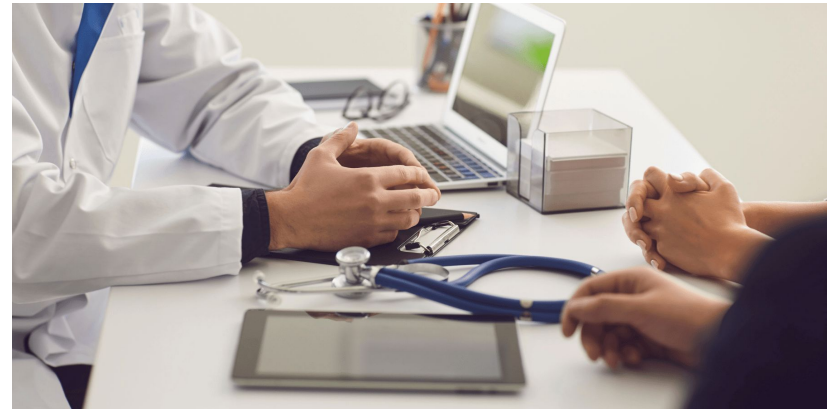
“I have been having recurring migraines”



- Call HWC at 610.758.3870 to schedule an appointment.
- Advise staff of the onset of your symptoms and any previous treatments you have tried.
- Medications can be dispensed from HWC or sent to local pharmacy.
- Other indicated treatments or testing can be ordered and coordinated by the provider at HWC.

Establish Care

- Pre-existing health conditions, daily medications, routine gynecological care, etc . .
- Call HWC at 610.758.3870 to schedule an appointment.
- Advise staff of any gender preference for your provider.
- Medications can be dispensed from HWC or sent to local pharmacy.
- Labs ordered by HWC providers can be done on campus 3 days a week and are directly billed to insurance.



Driver's License Exam

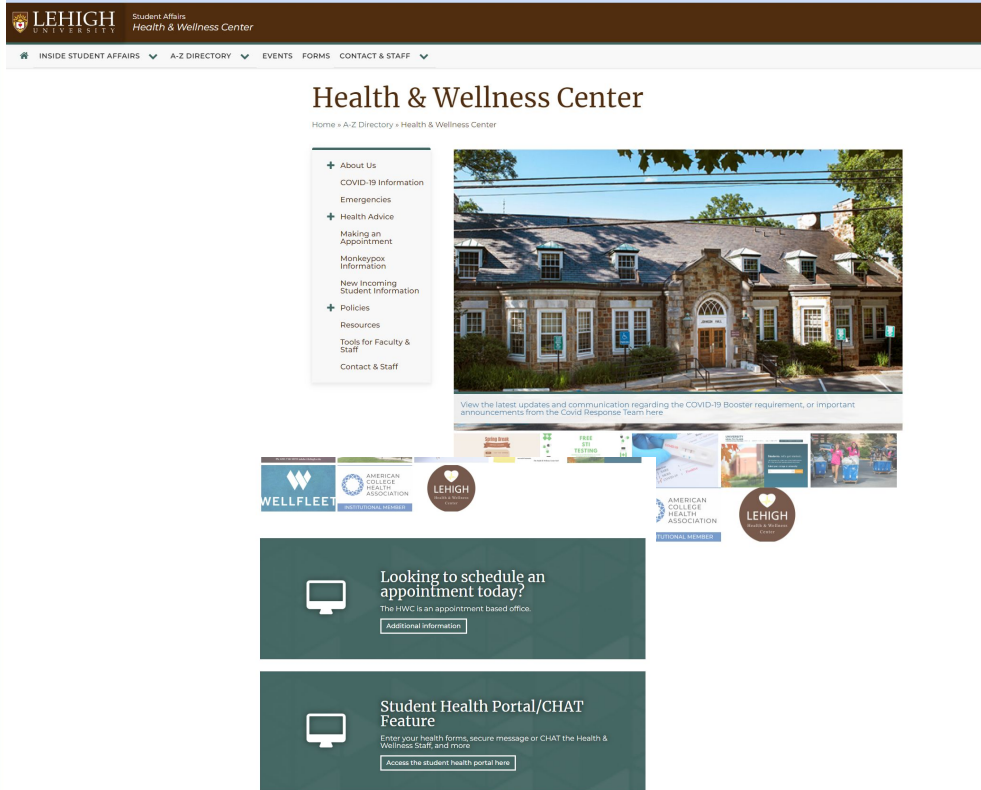
- Access website for form and additional information.
- Call HWC at 610.758.3870 to schedule an appointment.
- Allow 30 minutes for appointment.
- \$30 fee on Bursar Account.
- Submit receipt to Insurance for refund.
- Appear in person at one of the listed Driver License Centers.



<https://www.dmv.pa.gov/Driver-Services/New-Resident-Relocation-Information/New%20Residents/Pages/default.aspx>



Where can I learn more about the Health & Wellness Center?



www.lehigh.edu/health



@lehighhealthcenter

Lehigh University 2025-2026 Student Health Insurance Plan (SHIP) Overview

General SHIP Information

All Lehigh International Students on an F-1 or J-1 Visa, regardless of the number of registered credits, are not permitted to drop coverage by submitting a waiver form unless they have parents or a spouse/domestic partner living and/or working in the U.S. and are covered under a family plan that's ACA-compliant, they are sponsored to study at Lehigh by their home country or U.S. government that provides them with an insurance plan, or they have dependents at Lehigh and have a private family insurance plan that's ACA-compliant.

International students should contact Lehigh's Office of International Students & Scholars (610) 758-4859 to verify if they qualify for a waiver.

- Insurance Company: Wellfleet Insurance Company
- Annual Premium: \$2,745
- Policy Period: 8/15 – 8/14 for annual coverage
 - Students who do not plan to attend Lehigh for Spring 2026 are eligible to enroll in Fall Only coverage.
- Student only plan
 - Dependents can shop for coverage via www.healthcare.gov
- Information about the plan: www.universityhealthplans.com/lehigh

Insurance Terms and Definitions

- **Deductible:** The cost you may have to pay for certain covered services you receive during your annual coverage period before benefits are paid by the health plan.
 - **SHIP Deductible*:** \$50 In-Network, \$50 Out-of-Network
 - * waived for services rendered at the Student Health Center and services referred by the Student Health Center
- **Copay:** The fixed dollar amount you may have to pay for a covered service, usually when you receive the covered service.
 - **SHIP Prescription Drug Copays:** Tier 1: \$10 copay, Tier 2, 3, and specialty: 20% coinsurance
- **Coinsurance:** The percentage you may have to pay for a covered service.
 - **SHIP coinsurance:** In general, the student is responsible for 5% of the negotiated charges for services when seeing an In-Network provider and 15% of the usual and customary charges for services when seeing an Out-of-Network provider.
- **Out-of-Pocket Maximum:** Your out-of-pocket maximum is the most that you could pay during a plan year for deductible, copayments, and coinsurance for covered services

Benefit Summary

	In-Network	Out-of-Network
Deductible	\$50*	\$50*
Out of Pocket Max	\$4,000	N/A
Office Visit	5% after deductible	15% after deductible
ER Visit	5% after deductible	
Inpatient Hospital	5% after deductible	15% after deductible
Outpatient Surgery	5% after deductible	15% after deductible
Diagnostic Tests	No Charge after deductible	15% after deductible
Imaging	No Charge after deductible	15% after deductible
Prescription Drugs	Tier 1 - \$10 Copayment Tier 2 - 20% Coinsurance Tier 3 - 20% Coinsurance Specialty - 20% Coinsurance Up to a 30 day supply per Rx filled at a participating Pharmacy not subject to Deductible	Not Covered
Preventative Care/Immunizations	Covered in Full	15% after deductible
<i>*Deductible waived if referred from the Student Health Center</i>		

Voluntary Dental and Vision Insurance

- **Students are not enrolled unless form and payment submitted online**
- **Dental Insurance**
 - **Insurance Company: United Concordia Flex PPO Dental**
 - **Annual Coverage Period: 9/1 -8/31**
 - **Annual Premium: \$555 for student, \$1,569 for student + 1 or more dependents**
 - **Annual Deadline to Enroll: 8/15**
- **Vision Insurance**
 - **Insurance Company: VSP Vision Care**
 - **Annual Coverage Period: 9/1 - 8/31**
 - **Annual Premium: \$196 for student, \$550 for student + 1 or more dependents**
 - **Annual Deadline to Enroll: 8/15**

Wellfleet Student Mobile App

- <https://wellfleetstudent.com/mobile-app/>

STUDENT-FOCUSED FEATURES

View your ID card

Get easy access to your healthcare ID card for use at the doctor's office or pharmacy.

Access important health plan information

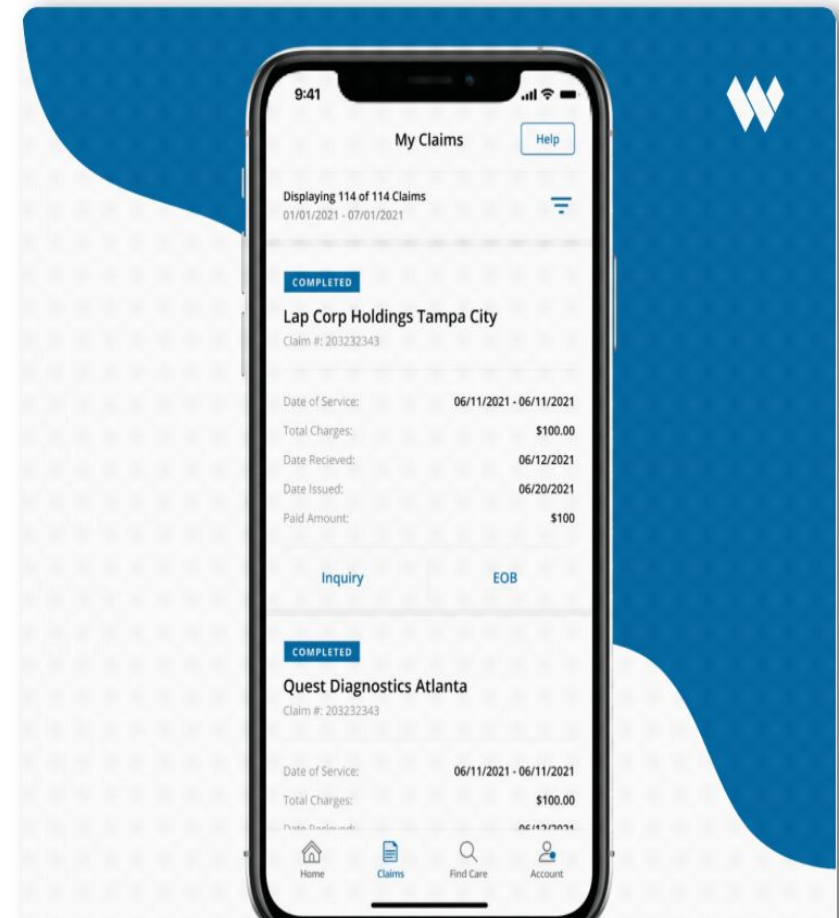
Easily review benefit information, discover pharmacy benefits, and access additional plan resources.

View claims activity and status

Review claims, correspond with Wellfleet's claims team and access "Explanation of Benefit" documents for each claim paid.

Find care

Access your network provider search and access to telehealth options, including CareConnect, our 24/7 urgent behavioral health hotline, if applicable to your plan.



Online Resources

- www.universityhealthplans.com/Lehigh
- The webpage for the Lehigh Student Health Insurance Plan provides access to the following:
 - Contact Information
 - Wellfleet Covid-19 Updates
 - Frequently Asked Questions
 - Benefit Information
 - CareConnect – Behavioral Health Hotline
 - Search for a provider
 - Claim Form
 - Prescription Information
 - Insurance ID Card and Wellfleet Student Login
 - Insurance Mobile App
 - Optional Plans: Dental, Dorm and Renters Insurance
 - Information for Graduating Students and Dependents

Questions and Contacts

David Krauss: Office Manager, LU HWC

dak321@lehigh.edu

610.758.3875

**University Health Plans: Enrollment, Waiver, ID
Cards etc.**

info@univhealthplans.com

833-251-1713

**Wellfleet Customer Service: Cost Estimates,
Claims and payments**

customerservice@wellfleetinsurance.com

877-657-5030