

YOUR CLINIC CHARGES

To view your clinic charges, go to myhealthservices.stcloudstate.edu. Login with your HuskyNet username and password. Click on Account Summary.

If you use the pharmacy, you will have a separate bill for those services.

If you had lab work done at our clinic, you MAY receive a separate bill from a reference lab, HealthEast Medical Laboratories, North Central Pathology, or University Pathologists, who perform some of the laboratory testing which we are unable to perform in our facility. If you have a question about a bill from another facility, please call them directly. There will be a contact number on the bill you receive for billing questions.

INSURANCE BILLING PROCEDURES

Our clinic has contracts with Blue Cross/Blue Shield of Minnesota, Minnesota Healthcare Programs (Medicaid & MinnesotaCare), Medica, Tri-West, U-Care, PreferredOne, HealthPartners (for urgent care), and the Student Insurance division of United Healthcare. If you are insured by one of these companies, we will submit your bill to your insurance company for payment*. (See next paragraph) Co-payments will be collected from you at the time of your visit. After we have received a response from your insurance company, any remaining balance that your insurance does not pay will be added to your bill. Our relationship is with you, our patient, not your insurance company. We submit your bill to them as a courtesy to you. We cannot guarantee they will pay. If you have questions about your insurance coverage, please call your insurance company at the customer service number on your card.

*At each visit, you will need to provide us with a valid, legible insurance card, along with the subscriber's (policyholder's) name, address and birth date. If you do not have this information at the time of your visit, you will need to provide us with this information within 30 days of your visit because insurance companies will not pay for bills that are not sent to them in a timely manner, making you responsible to pay the bill.

If you are insured with an insurance company other than those listed above, you are responsible to pay for your charges. You can print a copy of your bill from myhealthservices.stcloudstate.edu and submit it to your insurance company if you choose or contact Health Services and we can provide the copy to you.

PAYING FOR YOUR BILL

Full payment of your bill is due 30 days after you receive a notice from us. Notices are sent via secure message in the patient portal at myhealthservices.stcloudstate.edu. You will receive an email in your SCSU account stating you have a secure message. If you do not pay your bill before it is due, we will notify the SCSU Business Office, and the bill will be added to your University account. In addition to normal University collection procedures, you will not be allowed to register for future classes, nor will you be allowed a copy of your transcript or grades until your bill has been paid. A \$20.00 late fee will be added to your bill when it is forwarded to the SCSU Business Office for non-payment.

We accept campus cash, cash, checks, and credit cards (Mastercard, Visa, Discover and American Express) for payment of your bill.

If you have questions regarding your bill, please call our cashier at 320-308-4856.

If you have the Student Insurance, a Student Insurance Advocate on our staff can assist you with any insurance/billing questions at healthsvs_sia@stcloudstate.edu or 320-308-4855.

ELIGIBILITY FOR SERVICE

Eligibility for service is determined by your enrollment in classes and if you have paid Student Activity Fees for the current semester. You are eligible for services while you are enrolled in classes and for up to one semester following active enrollment. If you are no longer enrolled in classes, but are eligible for services, the charges you incur will be at the non-enrolled rate. St. Cloud Technical & Community College students are eligible to receive services due to a contractual agreement with SCTCC, and will be charged the non-enrolled rate.