Gannett Health Services provides primary care services for all students when they are in the Ithaca area, whether they have Cornell’s SHIP or any other health insurance plan. It’s important that you know how your insurance plan will work at Gannett. Please take a few moments to review this fact sheet.

Type of Service

**Health Care (Medical/Mental)**

- Do you have one of these health insurance plans?
  - Cornell SHIP
  - Aetna (80/20, Open Choice PPO)
  - Cornell Program for Healthy Living
  - Empire Plan (NYSHIP)

  **YES** → Gannett participates with your insurance plan and can bill it directly.

  **NO** → Corneliands have health plans from all over the U.S. Gannett is unable to submit claims for every plan. If you have a plan not listed above:
  1. Pay your Gannett bill.
  2. Call your insurance company to ask if they will reimburse you for any charges. Give them Gannett’s Tax ID #: 15-0532082
  3. Send receipts, along with diagnostic information, to your insurance for reimbursement.

**Avoid Surprises**

Before you access any services, be sure you know what your health insurance plan will and will not cover.

**Example: Lab**

Gannett’s laboratory provides on-site service for many lab tests. Staff can also draw and send specimens to Lab Corporation of America (Lab Corp) or Cayuga Medical Center.

If one of these labs allows greater insurance coverage for you, please state your preference. Note: a $40 handling and conveyance fee may apply.

**Pharmacy (RX)**

- Do you have one of these pharmacy insurance plans?
  - Aetna US Healthcare
  - Advance Pharmacy
  - Advance Rx
  - Advance PCS
  - Caremark
  - Cornell SHIP
  - Express Scripts
  - FLRx
  - Medimpact
  - OptumRx

  **YES** → Gannett participates with your insurance plan and can bill it directly.

  **NO** → You must pay in full for your pharmacy items and submit receipts for reimbursement.
Understanding Finances & Paying Bills at Gannett

Understanding finances
Enrolled Cornell students pay only $10 for most appointments with a health care provider or counselor. Fees are charged for X-rays, lab tests, physical therapy appointments, medications, routine physicals, appointments for non-students, and other services.

Payment options
Automatic bursar billing (students only)
The student visit charge and other Gannett fees will be posted to your bursar bill, unless you instruct us differently.

For your convenience, you may leave Gannett without stopping to see a cashier. Charges will appear on your bursar bill with a generic description (such as “Gannett student visit charge” or “Rx”) that will not reveal any confidential health information.

Checkout with the cashier
All non-student patients and students who prefer that charges not be applied to their bursar bill should checkout with a cashier to:
• Pay with cash, personal check, or credit card (Visa, Master Card, Discover, American Express).
• When the cashier is not available (e.g., Saturdays) you will be given a phone number to call to arrange credit card billing.

Financial Hardship
Inability to pay should never be a barrier to receiving care. If you have concerns about health care expenses:
• Discuss them with your health care provider or a member of the Billing staff before or during your appointment.
• Undergraduates may also benefit from consulting with the Office of Financial Aid.

Confidentiality at Gannett
All medical care and counseling at Gannett is confidential. Health care records are completely separate from all other university records. Gannett Health Services staff confer with one another as needed to provide integrated care for you; in the event of your treatment at Cayuga Medical Center or another hospital, the hospital and Gannett will share relevant health information for continuity of care. Otherwise, Gannett will not release any information about you without your written permission, except as authorized or required by law, or in our judgment as necessary to protect you or others from a serious threat to health or safety.

Privacy
We want you to feel comfortable seeking the care you need without worrying about privacy issues. All information about your health and health care at Gannett is confidential. We will not release health or billing information related to your visits without your permission.

If you ever have any concerns about whether something confidential may get into the wrong hands, please talk with your health care provider or a patient advocate. Gannett’s Billing Office staff can help you make choices about your bills to protect your confidentiality. You can even call ahead (607.255.7492).

If you want the support of a parent, partner, spouse, family member, or friend to deal with health care concerns or expenses, we will be happy to share billing and/or other information. For your protection, this is never done automatically; we must have your permission after each visit to release confidential information about your health care, including health care expenses.

If you want someone else to have access to all of your billing information, New York State law requires that you file your written permission with us every year.

Please be aware of a couple of things about your Gannett bill:
• It contains specific details about your visits. The language may not be specific, but it does include a “diagnostic code” that is required by insurance companies to process requests for reimbursement. If you’ve had a visit or procedure that you would like to keep to yourself, look closely at your statement before passing it on to anyone else.

• If you have two (or more) visits in the same billing period, both will appear on the same statement.

Contact us
Please call us with any questions or concerns you have about costs, bills, financial assistance, or services. We want to help.

• Gannett Billing 255-7492
• Patient Advocate 255-3564
• Cornell University Office of Student Health Insurance 255-6363

Access Gannett bills online at myGannett *
To view statements, appointment history, and other information, and print statements to submit for reimbursement, log in to myGannett link from any page on the Gannett’s website.

It may take 3-5 business days for all charges associated with a visit to appear on your statement.

* This secure web portal is part of Gannett’s electronic health system.