Gannett Health Services provides primary care services for all students when they are in the Ithaca area, whether they have a Cornell Student Health Plan (SHP) or any other health coverage. Select services are also provided for faculty, staff, and other members of the Cornell community. Check the Gannett website for more detailed information related to eligibility. **Avoid Surprises:** Before you access any care, be sure you understand your coverage, especially for any items marked with a question mark, below.

### Coverage for Health Services

<table>
<thead>
<tr>
<th>Services</th>
<th>with SHP or SHP-M</th>
<th>with other insurance</th>
<th>plus the health fee</th>
<th>with no health fee</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>At Gannett Health Services</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medical, Mental Health, Nutrition visits</td>
<td>√</td>
<td>√</td>
<td>?</td>
<td></td>
</tr>
<tr>
<td>Physical Therapy visits</td>
<td>√</td>
<td>√</td>
<td>?</td>
<td></td>
</tr>
<tr>
<td>Preventive visits</td>
<td>√</td>
<td>√</td>
<td>?</td>
<td></td>
</tr>
<tr>
<td>Procedures</td>
<td>√</td>
<td>√</td>
<td>?</td>
<td></td>
</tr>
<tr>
<td>Medical supplies (connected to visits)</td>
<td>√</td>
<td>√</td>
<td>?</td>
<td></td>
</tr>
<tr>
<td>X-rays</td>
<td>√</td>
<td>√</td>
<td>?</td>
<td></td>
</tr>
<tr>
<td>In-house lab tests</td>
<td>√</td>
<td>√</td>
<td>?</td>
<td></td>
</tr>
<tr>
<td>Sexually transmitted infection (STI) screenings</td>
<td>√</td>
<td>√</td>
<td>?</td>
<td></td>
</tr>
<tr>
<td>Flu shots</td>
<td>√</td>
<td>√</td>
<td>?</td>
<td>? ?</td>
</tr>
<tr>
<td>Prescription pharmacy items</td>
<td>√</td>
<td>?</td>
<td>?</td>
<td>? ?</td>
</tr>
<tr>
<td>Travel Clinic visits</td>
<td>√</td>
<td>?</td>
<td>?</td>
<td>? ?</td>
</tr>
<tr>
<td>Immunizations recommended by the CDC</td>
<td>√</td>
<td>?</td>
<td>?</td>
<td>? ?</td>
</tr>
<tr>
<td><strong>In the Ithaca Area</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Services performed outside Gannett — including referred tests ordered by a Gannett clinician or other health care provider — as well as visits to urgent care, specialists, and Cayuga Medical Center</td>
<td>√</td>
<td>?</td>
<td>?</td>
<td>? ?</td>
</tr>
<tr>
<td><strong>Around the World</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Access to a national provider network and extensive assistance for travelers who become ill or injured anywhere in the world</td>
<td>√</td>
<td>?</td>
<td>?</td>
<td>? ?</td>
</tr>
</tbody>
</table>

**KEY**

- **√** = covered after copay
- **?** = levels of coverage vary among insurance plans; some have high out-of-pocket costs due to deductibles, copayments, coinsurance and/or network restrictions
- **= covered after copay**

1. **FLU SHOTS:** Cornell employees receive flu shots as a benefit of working at the university.

2. **PHARMACY:** The Gannett Pharmacy submits claims to: Aetna US Healthcare, Advance Pharmacy, Advance Rx, Advance PCS, Caremark, Cornell Student Health Plans (SHP, SHP-M), Express Scripts, FLRx, Medimpact, and OptumRx. If you have one of these plans, please present your prescription insurance card (or a copy) at the time of service to facilitate filing a claim and expedite payment.

3. **OTHER HEALTH SERVICES:** Gannett submits claims for any services not covered by the health fee to all Aetna plans, the Empire Plan (NYSHIP), and TRICARE.

**Those with other plans** must pay their bills at Gannett and submit receipts to their insurance plan for reimbursement.

**Gannett’s Tax ID number (for possible reimbursement) is # 15-0532082.**
Paying Bills at Gannett

**Payment options**
Gannett charges fees for most visits and submits claims for those services to a select group of health plans (see reverse side for the full list). Check your plan details for additional coverage information. There are two options for paying any remaining balances.

**Automatic Bursar billing:** Students may leave Gannett without stopping to see a cashier.
$10 visit copayments and other Gannett fees will be posted to your Bursar bill, unless you instruct us differently.
Charges applied to your Bursar bill have a generic description—such as “Gannett student visit copayment” or “Rx”—that will not reveal any confidential health information.

**Cashier checkout:** 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, debit or credit card (Visa, Master Card, Discover, American Express).
• When the cashier is not available (e.g., evenings or Saturdays) you will be given a phone number to call to arrange credit card payment.

**Additional Fees**

**Lab testing:** Lab testing at Gannett occurs two ways:
1. Many common lab tests are performed on-site, with results quickly available to the provider and patient.
2. Samples for other tests are collected on-site, and sent to an off-site lab (Lab Corporation of America or Cayuga Medical Center) for testing.

Gannett submits claims for in-house lab tests to a select group of health plans (see reverse side for the full list). Tests sent off-site are billed by the reference lab to the patient’s insurance plan.

See page 1 for a general overview of lab tests sent off-site are billed by the reference lab to the patient’s insurance plan.

**Missed-appointment and late fees:**
A $20 missed appointment fee will be charged for appointments not canceled before 8:30 am the day of the appointment. This applies to both in-person and phone appointments. If you are more than 10 minutes late for your appointment, we will not be able to hold your appointment time, and you will be charged the $20 missed appointment fee.

**Complex physicals:**
Standard physicals and other preventive visits have no charge under SHP and the health fee. However, additional time is necessary for more complex physicals that require extensive paper work (such as ROTC and Peace Corp physicals). Your paperwork will be reviewed at your preliminary visit and you will be alerted at that time if the complexity of your physical will require an administrative fee of $50.

**Brief Alcohol & Other Drug Screening and Intervention for College Students (BASICS):**
While no fee is charged for those who self-refer or who are referred through Good Sam [see GoodSam.cornell.edu for details], a $100 fee is charged to others. Check with your referral source to see if a fee applies to you.

**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 Billing Office staff member before or during your appointment.
• Undergraduates can consult with the Office of Financial Aid.

**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 (visit the website for details).

If you ever have any concerns about whether something confidential may get into the wrong hands, please talk with your health care provider or one of the patient advocates. Gannett Billing staff can help you make choices about your bills to protect your confidentiality. You can even contact billing staff ahead to make arrangements (607.255.7492).

**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 from any page on the Gannett’s website: www.gannett.cornell.edu.
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.

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 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 607.255.6492
• Patient Advocate 607.255.3564
• Office of Student Health Benefits 607.255.6363

8/24/15