

Yale

Graduate School of Arts and Sciences

March 16, 2020

Dear Chairs, DGSs and Registrars,

I am forwarding the message below from Dr. Paul Genecin concerning health care for Yale students in case you did not receive it. Please feel free to forward it to your faculty.

Best regards,

Lynn

Yale Health

The message below is going out to all students and the parents of Yale College students.

March 15, 2020

A message from Dr. Paul Genecin

Health Care for Yale Students Away From Campus

Yale University has asked students to remain away from the Yale campus for the remainder of the spring semester. We hope that you and your families remain safe and healthy during this time.

We are writing now to let all students know that Yale Health remains open for patient visits at our 55 Lock Street facility and to assist students by telephone weekdays through Student Health at 203-432-

0312 and after hours at 203-432-0123. MyChart is always available and another good way for students to communicate with their Yale Health providers. Students can get more information about MyChart and enroll in MyChart at <https://yalehealth.yale.edu/appointments/using-mychart>.

Students who have waived Yale Health Hospitalization/Specialty Care Coverage should seek care in accordance with their health insurance plans. These students, of course, may use the services at the 55 Lock Street facility and may consult with Student Health at 203-432-0312 or with their clinicians at Yale Health's Mental Health and Counseling Service at 203-432-0290 to develop plans for care while away from campus.

The remainder of this message provides information for students who are enrolled in Yale Health Hospitalization/Specialty Care Coverage for the spring semester. Spring semester Hospitalization/Specialty Care Coverage is effective through July 31, 2020.

Hospitalization and Specialty Care Coverage for Students in Connecticut

If you have Yale Health Hospitalization/Specialty Coverage and are in Connecticut during this period, you should obtain care, as usual, through Yale Health providers at the Yale Health Center at 55 Lock Street in New Haven. If you have questions about your care, please contact Student Health at 203-432-0312.

As always, urgent and emergency care is covered at 100% worldwide for students enrolled in Yale Health Hospitalization/Specialty Care Coverage.

If you have questions regarding Yale Health Hospitalization/Specialty Care Coverage during this period, please contact Member Services at 203-432-0246 or member.services@yale.edu.

Hospitalization and Specialty Care Coverage for Students Outside of Connecticut

As always, urgent and emergency care is covered at 100% worldwide for students enrolled in Yale Health Hospitalization/Specialty Care Coverage.

If you are away from Connecticut and require non-emergent medical care, contact Student Health at 203-432-0312 and our staff will help you determine next steps. As of today and effective through July 31, 2020, unless students are invited to return to campus, Yale Health will expand its network of providers to allow for coverage outside of Connecticut for medically necessary treatment for chronic conditions and for prenatal and labor and delivery care. Please note that, with the exception of urgent

and emergency services, you will need prior authorization from Student Health for coverage of these out-of-area services.

Except for prenatal care, this extension of Yale Health's provider network does not apply to preventive care and elective procedures or treatments. These services will be available as always through Yale Health providers at our 55 Lock Street facility. If you have questions regarding preventive care or elective procedures or treatments, you may contact Student Health to discuss options.

Out-of-area providers frequently request evidence of coverage. If you need a Yale Health Hospitalization/Specialty Care Coverage member ID card, please complete this form:

<https://yalehealth.yale.edu/request-yale-health-member-id-card>.

If you have questions regarding Yale Health Hospitalization/Specialty Care Coverage during this period, please contact Member Services at 203-432-0246 or member.services@yale.edu.

Mental Health and Counseling Services

If you are currently receiving care from Yale Health's Mental Health and Counseling Department, please contact your clinician at 203-432-0290 to develop a plan for care while you are away from campus. If you are in need of mental health services and are not receiving care from a clinician at Yale Health's Mental Health and Counseling Department, please contact Mental Health and Counseling at 203-432-0290 for advice and options.

Pharmacy Services (all students with Yale Health Hospitalization/Specialty Care Coverage)

- To ensure an adequate supply of medication, the Yale Health Pharmacy will authorize early medication refills for most maintenance medications (excluding controlled substances). If you have less than 50 days of your medication on hand, call the Pharmacy at 203-432-0033.
- We recommend using [Magellan Rx Home for mail delivery of your maintenance medications](#). Magellan will apply your benefit automatically so there will be no need for a claim form. You will pay only your copayment for your prescription.
- To avoid unnecessary trips to the Yale Health facility, we will temporarily modify our reimbursement practices for use of non-Yale Health pharmacies. From now through July 31, 2020, you can fill your prescriptions at any pharmacy, pay for them at the time of service, and then [complete a claim form](#) to receive reimbursement for the cost of the medication less your regular copayment.

We will update you if the University's plans change. If you have questions or concerns that we have not covered in this message, please contact Member Services at 203-432-0246 or member.services@yale.edu.

Sincerely yours,
Paul Genecin, M.D.
Director, Yale Health

P.O. Box 208237
55 Lock Street
New Haven, CT 06511
Telephone 203-432-0076
Facsimile 203-432-7289
yalehealth.yale.edu

The information in this email is confidential and may be legally privileged. It is intended solely for the addressee. Access to this email by anyone else is unauthorized. If you are not the intended recipient, any disclosure, copying, distribution or any action taken or omitted to be taken in reliance on it, is prohibited and may be unlawful.

Copyright © 2020 Yale University • All rights reserved
[Graduate School of Arts and Sciences](#)



This email was sent by: Yale University
P.O. BOX 208109, New Haven, CT, 06745 US

[Update Your Preferences](#) [Privacy Policy](#)