



Center for Student Health & Counseling  
Portland State University  
Phone: 503.725.2800  
Fax: 503.725.5812  
1880 SW 6<sup>th</sup> Ave. Portland UCB Suite 200



## PSU & UO Portland Partnership

### Partnership Overview

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For over a decade, PSU's Center for Student Health & Counseling (SHAC) has partnered with the University of Oregon to provide accessible health, counseling, and dental services to their Portland-based students. SHAC provides a dedicated staff member to coordinate student services, help UO Portland students navigate the PSU system, and ensures quality services to UO Portland students. All services are confidential. UO Portland does not receive any identifying information about student utilization.

### SHAC Location

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SHAC is conveniently located to the UO Portland campus, and is accessible by Max light-rail or bus.

Portland State University Campus  
1880 SW 6th Avenue, Portland - University Center Building, Suite 200

### Services Available

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The Center for Student Health and Counseling provides accessible medical, counseling and dental services to UO-Portland students. SHAC's multidisciplinary approach to student health and wellness treats the whole student: mind and body.

- **Health Services:** Primary & same day care, lab & x-rays, immunizations, STI screenings, contraceptive counseling & prescriptions, acupuncture, Trans care, sexual assault support and exams.
- **Counseling Services:** Brief individual therapy, group therapy, assessments for ADHD and learning disorders, emergency/crisis services, psychiatric evaluation and treatment.
- **Dental Services:** Routine & emergency exams, teeth cleaning, x-rays, fillings, crowns, bridges, oral surgery/wisdom teeth extraction, custom whitening trays, night guards, sports guards, root canals.
- **Mind Spa:** The mind spa is a space on campus for students to relax and rejuvenate at no charge. Engage in light therapy, meditation, yoga, biofeedback, or a massage. Click on the link to learn more about Mind Spa services and book an appointment online at the SHAC website.

### Schedule an Appointment

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To initiate services, please call SHAC at (503) 725-2800 to make an appointment, and notify the scheduler you are a UO Portland student. You will need to arrive early for your first visit so the front desk receptionist can provide you access to SHAC's Patient Portal.

## Patient Portal

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Once given access to the Patient Portal, you will be able to schedule certain types of health appointments, message your healthcare provider, view diagnostic laboratory results, complete forms, and view and/or print a statement of charges. UO Portland students must complete their first visit to SHAC to be set-up with the Patient Portal. If you forget your log in information, please stop by SHAC, so we can assist you in resetting your password, or call (503) 725-2800. Remember to log in as “Other University Guest” to access your Patient Portal.

## Cost of Services

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Most office visits at SHAC are covered by the University of Oregon (UO) Student Health Fee paid each term; however, there are some services that incur an additional cost.

- **Health Services:** There are no office co-pays to see a nurse or a provider. There are additional fees for, but not limited to, prescriptions or over-the-counter medicines, durable medical equipment, diagnostic labs or x-rays, immunizations or injectables, procedures, contraception/devices, and acupuncture. The most common SHAC student expenses that will be billed to your PSU account can be found on the SHAC website.
- **Counseling Services:** There are no office co-pays to see a clinician.
- **Dental Services:** UO Portland students also have access to the SHAC Dental clinic. The cost of service is greatly reduced compared to those of a private dental clinic. There is no student dental insurance plan, however if you have your own dental insurance, excluding Oregon Health Plan, we can submit a claim for you. You can find the available Dental services and fees on the SHAC website.

## Late Cancellation and No-Show Fees

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A \$25 no-show fee will be charged for missed appointments. If you are not able to keep an appointment, please call by 8:30 a.m. the day of your scheduled appointment to avoid the \$25 fee. It is okay to leave a voicemail requesting to cancel if you reach SHAC before the clinic is open.

## Paying for Services

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Services not covered by the UO Health Fee will be billed to your PSU account that is created for each UO Portland student (SHAC is not able to submit charges to your UO Duckweb account). You can pay for charges by creating a CashNet account or by paying in-person at the Student Financial Services Office (please note you may only pay by check or cash in-person). To set up CashNet, please contact Student Financial Services:

Student Financial Services

Phone: (503) 725-3440

Email: [studentfinancialservices@pdx.edu](mailto:studentfinancialservices@pdx.edu)

You will be sent a unique password that will require you to log in within 24 hours. Charges can take up to four weeks to post to your PSU account, and you will need to wait for a charge to post before you will be able to create a CashNet account. SHAC will send you a secure message via the Patient Portal to inform you when a charge has been posted. You will also be able to view your charges by going to ‘Account Summary’ in your Patient Portal. If you have any questions about charges you may have received at SHAC, contact the Billing Specialist at (503) 725-2547, or send a secure message via the Patient Portal by going to ‘Messages’.

## Insurance at SHAC

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SHAC is not able to bill private insurance plans\*, however students can print a statement to submit to their private insurer for possible reimbursement. Students with Pacific Source through the UO, can get 100% reimbursement for applicable SHAC fees for service, but will need to submit their own claims. UO Portland students with the UO Pacific Source Insurance can find more information about their plan on the SHAC website.

UO Portland students wishing to submit an insurance claim for possible reimbursement can access a statement from SHAC itemizing the billable services received. This statement will also include the necessary information an insurance company needs to process a claim.

To access a statement of services received in SHAC Health Services or Counseling Services to submit to a private insurer, log-on to the Patient Portal following these steps:

1. Go to: [https://mychart.shac.pdx.edu/login\\_dualauthentication.aspx](https://mychart.shac.pdx.edu/login_dualauthentication.aspx)
2. Choose "Other University Guest".
3. Log in with your username and password (If you're having difficulty logging into the Patient Portal, please call 503.725.2800).
4. Verify your date of birth.
5. Click on 'Account Summary' in the menu on the left-hand side.
6. You will see a history of any visits to Health or Counseling Services. There is an option to print for each date of service.

Regardless of whether you submit an insurance claim to your insurance provider or not, you will still need to pay for any SHAC charges on your PSU account. If there is a charge listed in your 'Account Summary', this charge will have been posted to your PSU account. See 'Paying for Services' for information on how to create a CashNet account and pay for any SHAC fees.

\*Labs processed by Quest Diagnostics will submit charges to your insurance plan on file with SHAC.

## Dedicated SHAC Staff Member

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SHAC provides a dedicated staff member to coordinate student services, help UO Portland students navigate the PSU system, and ensures quality services to UO Portland students. If you are a UO Portland student experiencing difficulty with your SHAC eligibility or with any SHAC service, please contact Kerynn Davis, SHAC Front Office Manager, at 503.725.2800 or [askshac@pdx.edu](mailto:askshac@pdx.edu).