



WELCOME
RETRIEVERS

**Retriever Integrated Health:
University Health Services and
Counseling Center**

What is RIH?

- Retriever Integrated Health was established in 2021 when University Health Services, Counseling Center, and Health Promotions joined as one unit to support the well-being and success of the UMBC community.
- The staff work together to provide services in the area of clinical services, health promotion initiatives, and outreach.

Where can I find RIH?

- Building name is called ***Center for Well-Being***
- Two story, newly constructed building
- Located on Center Rd
- Between Chesapeake Hall and Susquehanna Hall
- 2nd Floor- Health and Counseling are located



What services does RIH offer?

- Services offered for health includes but not limited to:
 - Primary Care: Physicals, Sick Visits, Address Concerns
 - Urgent Care: Minor Injuries and Same Day appointments
 - Gynecological Services: Examinations, Birth Control, Pregnancy Testing
 - Lab Services: TB Screening, STI Testing, Urine test, strep, mono, and rapid COVID
 - Immunizations: MMR, HEP B, Meningitis, Tdap (tetanus), Gardasil (HPV)
 - Allergy Injections under the direction from allergist
 - Massage Therapy and Acupuncture
 - Pharmacy Service: Prescription Dispensary on site or ability to have prescriptions delivered to RIH from outside pharmacy (AME, Rite Aid, and Catonsville Pharmacy)

Insurance

- As international students, insurance is required
- Aetna is the school sponsored provider
- Students have a choice to waive Aetna with only ISO
- View plans in its entirety at www.aetnastudenthealth.com and select UMBC Graduate or UMBC (undergraduate plan), then select “view my plan”

Choice in Aetna plans (Self Insured)

- Graduate Plan
 - Must be a graduate student
 - Includes dental coverage
 - No deductible
 - No referral needed
 - If UHS is used, covers 100% after copay
 - Plan pays 80%, Student pays 20% of in-network services, after copay
 - Copay: \$10 for primary care, \$20 for specialist
 - Cost: Spring Semester- \$2838
- Undergraduate Plan
 - No dental coverage
 - \$550 deductible
 - Reduced to \$350 if RIH is primary doctor or referral is obtained
 - If UHS is used, covers 100% after copay
 - Plan pays 80%, Student pays 20% of in-network services, after copay
 - Copay: \$10 for primary, \$20 for specialist
 - Cost: Spring Semester- \$1652

How do I get my Aetna card?

- If you had a local address, the hard copy will be mailed
- If you didn't have a local address at the time of enrollment, card is mailed to RIH and notified when it arrives
- Download/Printing option
 - www.aetnastudenthealth.com
 - Select UMBC Graduate or UMBC (Undergraduate Plan)
 - Select “Get my ID card”
 - 10-digit account number (upper left corner of tuition bill)
 - Date of birth

What if I want to waive Aetna?

- Waivers are ONLY accepted in August of each academic year
- Plan must provide coverage from August 2021 through June 2022
- If entering UMBC for the first time in the spring semester, coverage must be from January 2022 through June 2022, **DO NOT TAKE COVERAGE FOR A YEAR AT THIS TIME**
- ISO is the most common to waive and offers two UMBC plans
- Domestic plans can be used however repatriation coverage must be purchased in addition to satisfy the waiver requirements
- Coverages must meet or exceed requirements which can be found in detail on RIH website
- **Must include pre-existing conditions**
- **Travel policies are NOT accepted**
- Strongly urge to compare plans

What if I want to waive Aetna?

- Completing waiver
 - Log into myretrievercare.umbc.edu
 - Choose insurance waiver
 - Enter all information about your insurance: policy number, group number, address to file claims, etc
 - Upload insurance card and confirmation letter that shows coverage from January 2022 through June 2022
 - NO EMAIL OR PAPER COPIES accepted, all waivers MUST be through ***myretrievercare.umbc.edu***
 - Must be completed by **February 15, 2022**

What is myretrievercare?



myretrievercare.umbc.edu

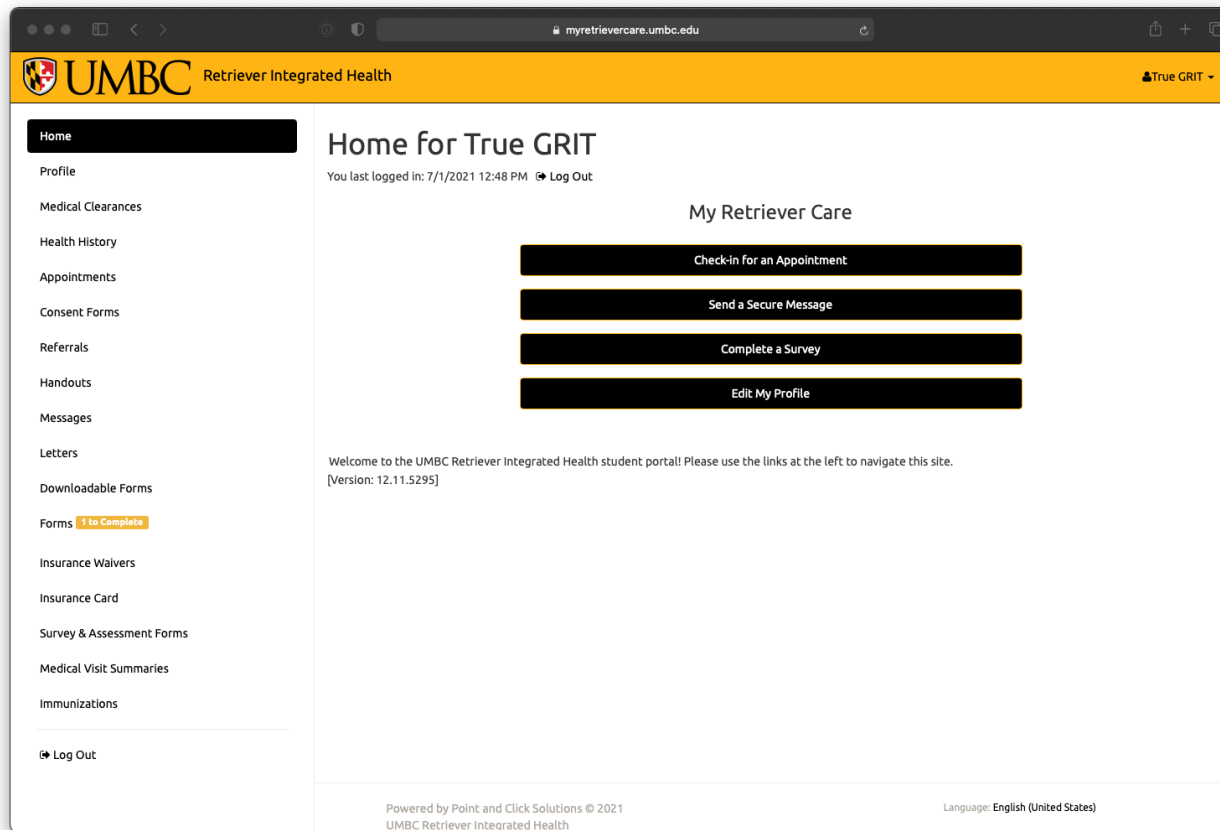


Student secured health portal used to communicate with providers and staff, obtain medical records, submit required documents



All immunizations, health records, and insurance information must be uploaded from the student via portal

myretrievercare.umbc.edu

A screenshot of the myretrievercare.umbc.edu website. The browser address bar shows the URL. The website has an orange header with the UMBC logo and "Retriever Integrated Health" text. A user is logged in as "True GRIT". A left sidebar contains a list of navigation links: Home, Profile, Medical Clearances, Health History, Appointments, Consent Forms, Referrals, Handouts, Messages, Letters, Downloadable Forms, Forms (1 to Complete), Insurance Waivers, Insurance Card, Survey & Assessment Forms, Medical Visit Summaries, Immunizations, and Log Out. The main content area is titled "Home for True GRIT" and shows the user's last login time. Below this is a section titled "My Retriever Care" with four buttons: "Check-in for an Appointment", "Send a Secure Message", "Complete a Survey", and "Edit My Profile". A welcome message and version information are displayed at the bottom of the main content area. The footer contains copyright information and a language selector.

How to contact RIH?

- Appointments, Medical Record or General Questions
 - Schedule appointments through ***myretrievercare.umbc.edu***
 - Call 410-455-2542
 - Private messages through ***myretrievercare.umbc.edu***
 - Email rih@umbc.edu for general information
- Billing and Insurance
 - Call 410-455-3221
 - Email Stephanie Turner at stephtur@umbc.edu or Cheryl Benitez at bcheryl@umbc.edu