

UT Knoxville Referral Guide

Knoxville students must use the resources of the Student Health Center (SHC) first where treatment will be administered or referral issued. To access the SHC, eligible students will need to pay the Student Health Fee to the University as shown below.

Student Programs and Services Health Fee:

- Enrolled in 9+ hours: Fee is added automatically to your MyUTK account
- Enrolled in 3-9 hours: Contact OneStop to add the Student Health Fee, 865-974-1111 or onestop@utk.edu

Expenses incurred for medical treatment rendered outside of the Student Health Center for which no prior approval or referral is obtained will be covered at the Out-of-Network level of benefits. A referral issued by the SHC must accompany the claim when submitted. **Referrals are not required for dependents or Visiting Faculty/Scholars.**

Only one referral is required for each injury or sickness per policy year.

A SHC referral for eligible students is not necessary only under the following conditions:

- **Medical Emergency:** The student must return to the SHC for necessary follow-up care.
- **When the Student Health Center is closed:** If a visit or treatment occurs when the SHC is closed (after hours, on weekends, and/or during holidays), a referral is not needed. A referral is needed for additional visits to that provider during Student Health Center hours.
- **Medical care received when the student is more than 50 miles from campus:** If a student visits a doctor out of town, no referral is needed.
- **Medical Care obtained when a student is no longer able to use the SHC due to a change in student status:** If a student buys annual coverage in the fall but graduates in December, they would not need a referral once they are no longer eligible for treatment at the Student Health Center.
- **Maternity and Obstetrical Care:** If a student is pregnant, they do not need a referral for maternity visits and/or obstetrical care.
- **Gynecological Care:** Gynecological care, including well woman exams, does not require a referral.
- **Mental Health:** Mental Illness treatment and Substance Use Disorder treatment do not require a referral.

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