

Center for Student Wellness FAQ

1. I don't have my immunization record anymore and now I have an immunization hold on my account preventing me from registering or accessing my grades. What do I do?

If you are having difficulty obtaining your immunization records, please contact Health Services ASAP. If you received your vaccines in South Carolina, they may populate in the [patient portal](#) that interfaces with the state immunization registry. Students who received vaccines outside of South Carolina can contact the health department for the state in which they were vaccinated to request their immunization record. Health Services offers required immunizations, including lab work to check immunity, called titers. Students must have documented compliance with Winthrop's immunization requirements to use Health Services, Counseling Services, register for or change classes, and view grades. Health Services staff are more than happy to assist you with your compliance needs. Please visit our website for instructions <https://www.winthrop.edu/csw/immunization-requirements.aspx>. Immunization compliance must be completed in the [patient portal](#). Health Services charges a non-refundable \$100 fee the first day of classes and applies an immunization hold for any student who has not fulfilled the immunization requirement.

2. I work full time so I can't access CSW during business hours. Why should I have to pay the semester fee?

The Student Wellness Fee funds the full operation of the Center for Student Wellness, which includes Counseling Services, Health Services, Health Promotion, and Student Advocacy and Trauma Support. By State law, the Center is classified as an auxiliary service, which means it receives no direct State funding and must fully support itself through collected fees. This makes the Student Wellness Fee essential to maintaining these essential student support services.

Even if you do not personally use every service, their availability benefits the entire campus by supporting student wellness, safety, and academic success. Many services, including counseling sessions, nurse visits, and nurse practitioner appointments are available at no additional cost, making this a significantly more affordable option than private healthcare or urgent care visits.

If you meet the credit hour threshold, the Student Wellness Fee is not optional. We do not charge office visit fees and have very low charges for services that do incur cost (lab work, immunizations, etc.).

3. I have private insurance and don't plan to use Health Services. Why should I have to pay the semester fee?

We do not charge an office visit fee like community providers. Often, students' appointments do not incur charges so there is no out of pocket expense. If you do receive a service that has a charge (which is applied to your student account), you can access a statement through the [patient portal](#) to submit to your insurance for reimbursement. Health Services does submit claims for students enrolled in Winthrop's Student Health Insurance Plan that views Health Services as the student's primary care provider.

4. I need health insurance. How do I access the Student Health Insurance Plan (SHIP)?

Academic Health Plans (AHP) administers the SHIP for Winthrop on behalf of Blue Cross and Blue Shield of South Carolina. For basic information, visit <https://www.winthrop.edu/csw/> on our website for current benefits flyers and <https://winthrop.myahpcare.com> to review AHP's current policy and enrollment criteria for Winthrop University.

5. I live off campus. Am I still able to use CSW?

Yes. Regardless of where a student lives, they are still eligible to utilize the Center for Student Wellness as long as they are enrolled in the current semester, have met the immunization requirements, and paid the semester fee. The fee is automatically assessed to undergraduates enrolled in 6 credits or more and graduate students enrolled in 9 credits or more. Students enrolled in fewer credits can opt to pay the semester fee to utilize CSW services.

Call (803) 323-2206 or email wuhealth@winthrop.edu for additional questions.