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What is a 2-Step TB test (TST)?

Tuberculin Skin Test (TST) is a screening method developed to evaluate an individual’s status for active Tuberculosis (TB) or Latent TB infection. A 2-Step TST is required for all incoming College of Health Sciences students.

What is the procedure for a 2-Step TB test?

Both step one and step two must be completed **prior** to uploading results in CastleBranch. See the description below:

STEP 1: Schedule a TB test visit with your provider.

Visit 1: Your healthcare provider will administer a TB test (a dose of PPD antigen applied under the skin).

Visit 2: (48-72 hours after placement of PPD) Return to clinic. Your healthcare provider will interpret and document the results of the test.

STEP 2: Schedule a second TB test with your provider

Visit 3: (at least 7 days from when your first TB test was read (visit #2 above)). Your healthcare provider will administer a second TB test.

Visit 4: (48-72 hours after placement of PPD) Return to clinic. Your healthcare provider will interpret and document the results of the test.

Step 3: Upload both your test #1 and test #2 results to Castlebranch as a single submission.

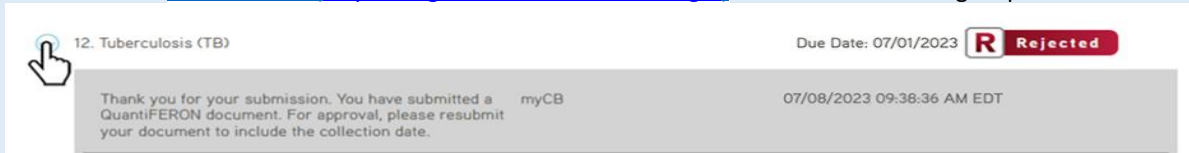
An alternate to having the 2-Step Skin test is to have an **IGRA Blood test completed. Please contact your health insurance to ensure coverage prior to having this performed.*

Why was my TB test REJECTED?

One or more of the following may have occurred:

- You had a TB skin test performed and your program requires an IGRA blood test.
 - Options:
 - Schedule an IGRA TB blood test with your provider and upload the test results to your CastleBranch account or, request someone from the compliance team to review your account. They will consult with your program to determine if the entry may be accepted.
- You are a new CHS student and have not uploaded a 2-Step TB test (see FAQ “What is the procedure for a 2-Step TB test?”)
- The document does not include all criteria: full name, date of birth, test results, date of results, type of test.
- Your TB test was not completed within the last 12 months.
- You had a positive TB test and submitted a Chest X-ray.
- If you have had positive TB results, you must work with University Health Services (UHS) to provide an immunization form that contains the following documentation: Date of positive testing **AND** clear chest x-ray (lab report required) dated AFTER positive TB or IGRA test indicating normal / negative **AND** TB Symptom Questionnaire completed with UHS in current year indicating no active signs of TB.

For specific details on why a requirement is rejected, log into your Castlebranch account at [CastleBranch \(https://login.castlebranch.com/login\)](https://login.castlebranch.com/login) and use the following steps:



When an item is marked “Rejected,” view the rejection reason by clicking on the “+” icon next to the requirement in question, which will then open a drop down window with the reason and recommended next step.

How do I correctly submit proof of health insurance?

An image of the front AND back of the ID card must be submitted as a single upload. *Note:* if you upload the front of the card and upload another image at a later date – the original image will be removed. Make your uploads in a single session.

What if my name is NOT listed on my health insurance card?

Often, insurance companies only list the name of the Subscriber on the ID cards. If your insurance card has a name other than your own, will want to upload a document that verifies you as a dependent on the plan in addition to the front AND back images of the ID card.

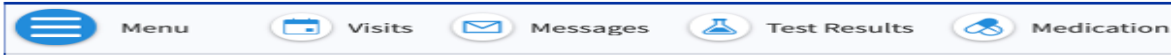
Examples of dependent verification documents include:

- Screenshots or uploads from the insurance website showing your name as a covered dependent.
- Letters of coverage from the health plan
- Tax forms: 1095-C


How do I download the correct documentation from MyChart?

If you got your TB test at University Health Service:


1. Log in or sign up for MyChart:
<https://mychart.uky.edu/MyChart/Authentication/Login?>
2. Click 'Test Results' on the top menu bar



3. Click on the TB Skin Test you would like to upload
4. Click the printer icon in the top right corner



5. Click 'print this page' at the top of the page



6. Under 'destination,' select 'save as PDF'



7. Save your results as a PDF on your computer and upload to CastleBranch
8. For Blood tests you may need to click on the NIL for results to be listed.

Why was my submission rejected? For specific details on why a requirement is rejected, log into your Castlebranch account at <https://login.castlebranch.comom/login> and use the following steps:



When an item is marked "Rejected," view the rejection reason by clicking on the "+" icon next to the requirement in question, which will then open a drop down window with the reason and recommended next step.

My document will not upload to CastleBranch.

If you are unable to get a document to upload to your account, try the following:

- Save your document as a pdf, jpeg, or word document.
- Reduce the file size.
- Ensure that the document loaded before signing off (double check it's there before signing off).
- If you're still unsuccessful at uploading your documentation, contact CastleBranch customer service for help: 888-723-4263 or email servicedesk.cu@castlebranch.com

How do I submit an Immunization Declination?

All UK students have a MyChart patient portal account. To submit an immunization declination request, use the following steps:

Log into your MyChart account > click on Menu Icon > scroll to Questionnaires > choose [\(UK Employee/Student\) Immunization Declination Request Form](#)

My submission is still pending approval by the CastleBranch team. When will it be approved?

The Castle branch team reviews and approves items as received. Turnaround time (especially during high volume times) could take 4-10 days for review. Please allow enough time for review when submitting your items so as not to miss a deadline.

If you have an urgent request, please email CHS-compliance@uky.edu. Someone from the compliance team will review your request within 1-2 business days.

Why is my tetanus vaccine being rejected?

The requirement for a current tetanus vaccine is the TDaP adult vaccine. If you have submitted a childhood vaccine record, please check that the TDaP is the vaccine. DTaP is the childhood version and not accepted.

The College of Health Sciences requires verification of only 1 TDaP vaccine within your lifetime to meet this criterion.

Is a COVID vaccine mandatory?

No, the COVID-19 vaccine is not a mandatory requirement at this time. The entry for COVID in your Castlebranch account serves as a repository to hold your vaccine record in the event you need to show proof to a clinical site.

This requirement is voluntary and storing your COVID vaccine records in Castlebranch is up to you. This entry will not incur a student hold on your account.

I have switched majors and need my CB hold removed.

Please contact the compliance team at CHS-Compliance@uky.edu to inform. We will confirm this information with your CHS Advisor and remove the student hold. Students wishing to change majors but have not yet completed the transfer process cannot have their holds removed until officially enrolled in another college.

Please note, if you transfer to another college that uses Castlebranch we are not able to transfer accounts beyond the College of Health Sciences. You can reach out to CastleBranch and request your CB account to be moved to another college within UK. CHS cannot do that on our end. Contact CastleBranch at 888-465-7263 or servicedesk.cu@castlebranch.com

Who do I contact if I have a question?

Castlebranch Support Team: Contact CastleBranch at 888-465-7263 or servicedesk.cu@castlebranch.com

For any questions, please contact the compliance team at CHS-Compliance@uky.edu. Please allow 1-2 business days for a response.