

Northwestern University Health Services Integration Patient FAQ

Beginning December 12, Northwestern University Health Services Clinic and Sports Medicine will join Northwestern Medicine and will be referred to as Northwestern Medicine Student Health Service. Here are some answers to questions you may have about how this impacts your patient experience.

Frequently asked questions

Q: What services are transitioning to Northwestern Medicine management?

A: On December 12, our clinical services, X-ray and lab clinical services transitioned to Northwestern Medicine. In February 2022, Northwestern University Pharmacy will also transition to Northwestern Medicine. Northwestern University will continue to oversee behavioral and mental health services, including: Counseling and Psychological Services (CAPS); Center for Awareness, Response & Education (CARE); and Health Promotion and Wellness (HPaW).

Q: How will this change affect the services offered?

A: While Northwestern University Health Services Clinic and Sports Medicine staffing and services are transitioning to Northwestern Medicine management, our support and services provided to NU students, including student athletes, will remain the same. Hours of operation and contact information for the campus-based clinic will not change. [Student eligibility](#) for services also remains the same. Our clinic and sports medicine are still a part of the NU community and will maintain the same high quality of patient-centered care.

Q: Will I be able to get a referral to Northwestern Medicine physicians at other locations?

A: Yes. This integration will enhance your access to comprehensive clinical services and physicians across Northwestern Medicine. While all insurance plans will be accepted for on-campus services at Northwestern Medicine Student Health Service, please check with your insurance carrier to determine if your current plan covers NM physicians for specialty referrals off campus.

Q: Why do you still have the NU logo and name if you're managed by Northwestern Medicine?

A: We are just beginning the process of aligning our materials with Northwestern Medicine. It will take some time for all of our signs and materials to be updated to reflect our integration with Northwestern Medicine. As of December 12, the legal naming structure for Northwestern University Health Services is now Northwestern Medicine Student Health Service.

Q: Why are students being asked to complete a survey after each visit to Northwestern Medicine Student Health Service?

A: Starting December 12, Northwestern Medicine Student Health Service is conducting patient surveys after all in-person and telehealth visits to our clinic.

Q: Will the integration affect who can access my medical records and medical services received at Northwestern Medicine Student Health Service?

A: All students will be required to sign Northwestern Medicine consent forms at their first visit beginning December 12. This form allows Northwestern Medicine to share your health information with Northwestern University, Clinic and Sports Medicine staff, physicians and nurse practitioners, so they can work together to provide integrated care to all students treated by our team.

Q: Will I be billed differently after the integration with Northwestern Medicine?

A: While the medical services covered by the annual student health service fee will not change, the billing process for services not covered by the annual student health service fee will change. If you are covered by an insurance plan other than the Northwestern University Student Health Insurance Plan provided by Aetna Student (NU-SHIP), you will no longer need to file insurance claims for services received at our clinic beginning December 12. Instead, Northwestern Medicine will directly bill your insurance carrier. If covered by the NU-SHIP, there will be no changes to your billing process. You will have the opportunity to select who is billed for each service received or to self-pay.

Q: Will this change affect how I pay for services?

A: For services received that are not covered by the University's annual student health service fee, payment will be accepted via credit card or MyNM (view payment instructions [here](#), selecting Northwestern Medical Group from the drop-down). Cash and checks will no longer be accepted.

Q: Can I still access my patient portal?

A: Yes, you will retain access to Point and Click to upload immunization records and contact the Health Service pharmacy to request refills of current prescriptions. Beginning December 12, you can communicate with your care team, access medical records, pay your bill and schedule appointments via the Northwestern Medicine patient portal, MyNM. You will receive email communication with detailed instructions on how to open a MyNM account.

Q: How do I open a MyNM account?

A: If you do not already have a MyNM account, you can self-enroll using these steps:

1. Go to nm.org/mynm.
2. Click **Register as a New User** under **MyNM Login**.

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How may we help you?

PERSONAL VACCINES AND MORE IN THE COVID-19 RESOURCE CENTER

Home / Patients and Visitors / MyNM

Stay on Top of Your Health With MyNM

MyNM is a convenient way to manage your health care, allowing you to access your medical records, communicate with your care team, schedule an appointment, pay your bill and more.

MyNM Login

You can now access your Northwestern Medicine patient account multiple ways with MyNM, powered by MyChart.

→ LOG IN TO MYNM

→ REGISTER AS A NEW USER

Palos Health Login

If you are a patient of a Palos Health location, use the Palos Health MyChart to view your patient record. This portal will stay active until fall 2022, at which time Palos patient accounts will be converted to MyNM accounts.

→ LOG IN TO PALOS MYCHART

→ REGISTER AS A NEW USER

3. When prompted to provide an activation code, select **Sign Up Online** in the top right corner.

4. Select **Access for Myself**.

5. Follow the sign-up instructions to activate your account.

If you already have a MyNM account, use the same login and password. After your first appointment at Northwestern Medicine Student Health Service, you will be able to view visit information, access medical records, message your care team, pay bills and schedule appointments through MyNM.

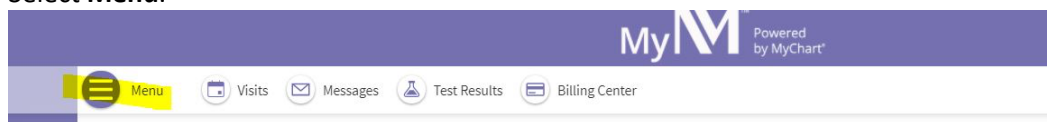
If you have any questions about MyNM, please call the Help Desk at **855.HLP.MYNM (855.457.6966)**, or visit nm.org/mynm.

Q: How can I add my insurance to my new MyNM account?

A: Please follow the below steps to add your insurance to your new MyNM account:

1. Log in.

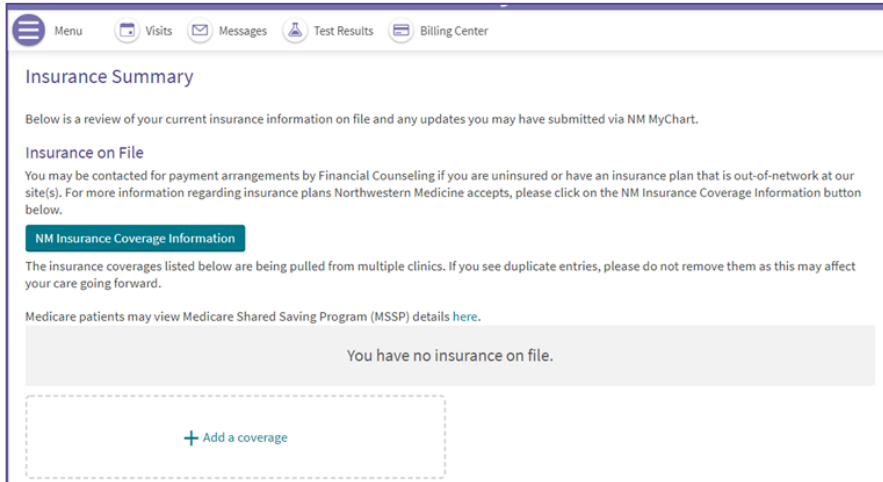
2. Select **Menu**.



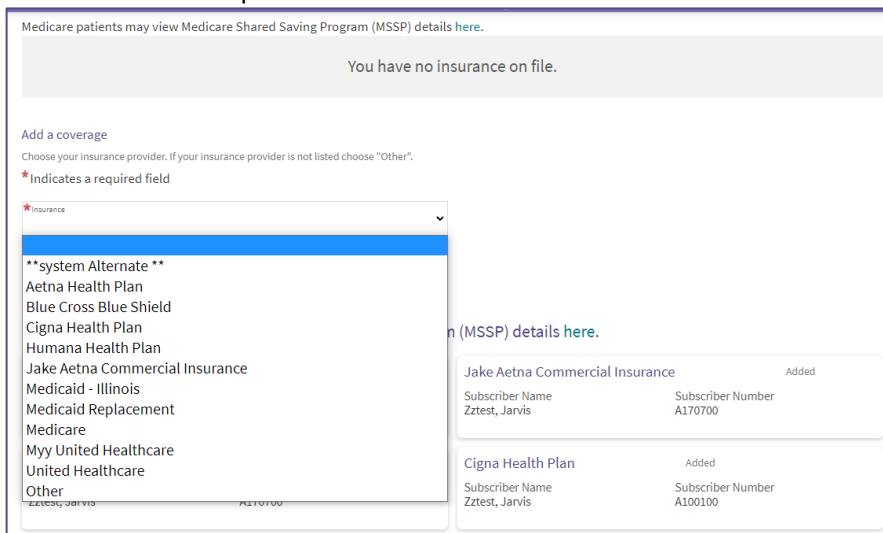
3. Select **Insurance Summary**.



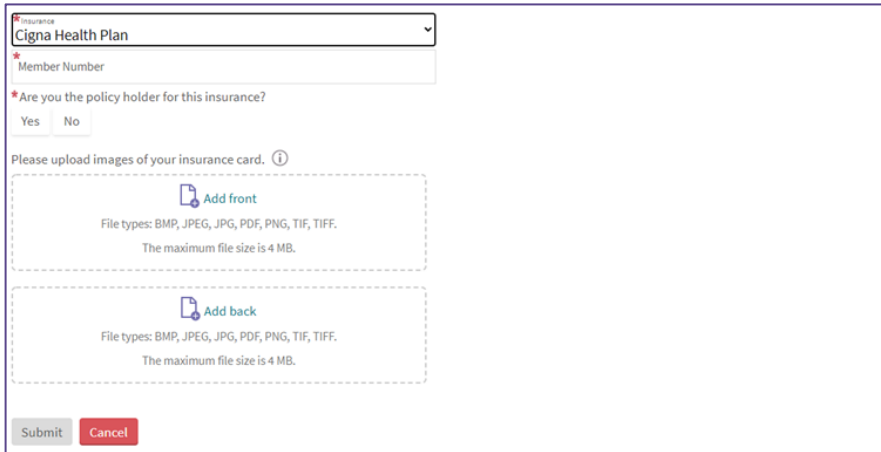
4. Select + Add a coverage.



5. Select an insurance provider.

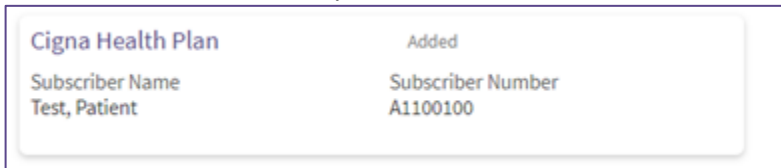


6. Fill in the required information, including your **Subscriber Number** (member number) and **Subscriber Name** (policy holder). You will have the option to upload an image of your insurance card, but this is not required.



The screenshot shows a web form for entering insurance information. At the top, there is a dropdown menu for 'Insurance' with 'Cigna Health Plan' selected. Below it is a text input field for 'Member Number'. A question asks 'Are you the policy holder for this insurance?' with 'Yes' and 'No' radio buttons. Two dashed boxes are provided for uploading the front and back of the insurance card, each with an 'Add' button and file type specifications (BMP, JPEG, JPG, PDF, PNG, TIF, TIFF) and a 4 MB limit. At the bottom are 'Submit' and 'Cancel' buttons.

7. After submitting the insurance, your insurance information will appear as **Pending** while staff review and add the information to your record.



The screenshot shows a confirmation box with the following information:

Cigna Health Plan	
Subscriber Name	Subscriber Number
Test, Patient	A1100100

If you have any questions about MyNM, please call the Help Desk at **855.HLP.MYNM (855.457.6966)**, or visit nm.org/mynm.