

Northwestern University Health Services Integration FAQ

In December 2021, Northwestern University Health Services Clinic and Sports Medicine in Evanston joined Northwestern Medicine and is now [Northwestern Medicine Student Health Service](#). On July 1, the Evanston-based Northwestern University Pharmacy will transition to Northwestern Medicine to complete the clinical alignment of Northwestern Medicine Student Health Service in Evanston to Northwestern Medicine.

Here are some answers to questions you may have about how this change impacts you.

Frequently asked questions

Q: What services are managed by Northwestern Medicine now?

A: Clinical services, X-ray and lab clinical services transitioned to Northwestern Medicine on December 12, 2021. On July 1, Northwestern University Pharmacy will transition to Northwestern Medicine. Northwestern University will still oversee behavioral and mental health services, including the following:

- Counseling and Psychological Services (CAPS)
- Center for Awareness, Response & Education (CARE)
- Health Promotion and Wellness (HPaW)

Q: How has the integration affected the services offered?

A: Support and services provided to Northwestern University students, including student athletes, remain the same. Hours of operation and contact information for the campus-based clinic have not changed.

Student eligibility for services has also remained the same. Our clinic and sports medicine are still a part of the Northwestern University community and maintain the same high-quality patient-centered care.

Q: Can I still get a referral to Northwestern Medicine physicians at other locations?

A: Yes. This integration gives you better 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 Northwestern Medicine physicians for specialty referrals off-campus.

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

A: We are still in the process of aligning our materials with Northwestern Medicine. It will take some time for all of our signs and materials to be updated.

Q: Does 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. This form allows Northwestern Medicine to share your health information with Northwestern University, Pharmacy,

Clinic and Sports Medicine staff, physicians and nurse practitioners, so they can work together to provide comprehensive care.

Q: Will I be billed differently?

A: The medical services that are covered by the annual student health service fee have not changed. However, the billing process has changed for services that are not covered by the annual student health service fee.

If you are **not** covered by the Northwestern University Student Health Insurance Plan (NU-SHIP) provided by Aetna Student, you do not need to file insurance claims for services that you receive at our clinic. Instead, Northwestern Medicine now bills your insurance carrier directly.

If you are covered by NU-SHIP, there have been no changes to your billing process. You can select who is billed for each service received or you can choose to self-pay.

Q: Does this transition change how I pay for services?

A: For services received that are **not** covered by the university's annual student health service fee, you can pay via credit card or MyNM, the Northwestern Medicine patient portal. View payment instructions [here](#) by selecting Northwestern Medical Group from the drop-down menu. Cash and checks are no longer accepted.

Please note that from April 1 through June 30, credit/debit card is the only method of payment. Starting July 5, [payment via MyNM](#) will also be accepted. The process for billing prescriptions and medical insurance will not change.

Q: How will the July transition of Northwestern University Pharmacy to Northwestern Medicine impact prescriptions?

A: When the Evanston-based Northwestern University Pharmacy transitions to Northwestern Medicine in July, this will impact prescriptions in the following ways:

- **Refills:** Starting July 5, you can use [MyNM](#) to request refills of prescriptions currently being filled at NU Pharmacy (MyNM > Menu > Medications > Request refills).
 - Open a MyNM account today using these [desktop](#) or [mobile](#) instructions.
 - You should no longer request prescription refills through Point and Click (PnC). Prescriptions refill requests through PnC will not be filled.
 - If you need prescription refills between now and July 5, please call 847.491.2144 by noon on June 29. Leave a voicemail with your:
 - Name
 - Date of birth
 - Student ID
 - Prescription number
 - Medication name
- **Pickup:** [Hours of operation, contact information and pick-up location](#) for the Evanston-based pharmacy at 633 Emerson Street, Room 1.110 will **not** change.
 - To facilitate a smooth transition, NU Pharmacy will be temporarily closed from July 1 through July 4. Please plan to pick up refills by **3 pm on June 30**, or beginning **July 5**. If you do not, your refill will be returned, and you will have to submit an additional refill request.

- **Payment:** The process for billing prescriptions and medical insurance will not change. Starting July 5, you will have two options for prescription payment:
 - Credit or debit card
 - [Your MyNM account](#)

Q: Can I still access my patient portal?

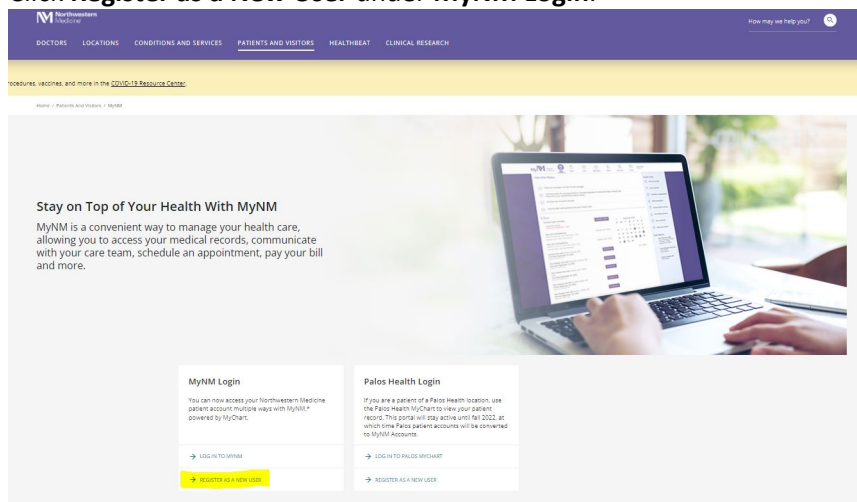
A: Yes, you can still access Point and Click (PnC) to upload immunization records. Starting July 5, use the Northwestern Medicine patient portal, MyNM, to:

- View test results
- Schedule an appointment
- Communicate with your care team
- Pay your bill
- Request prescription refills

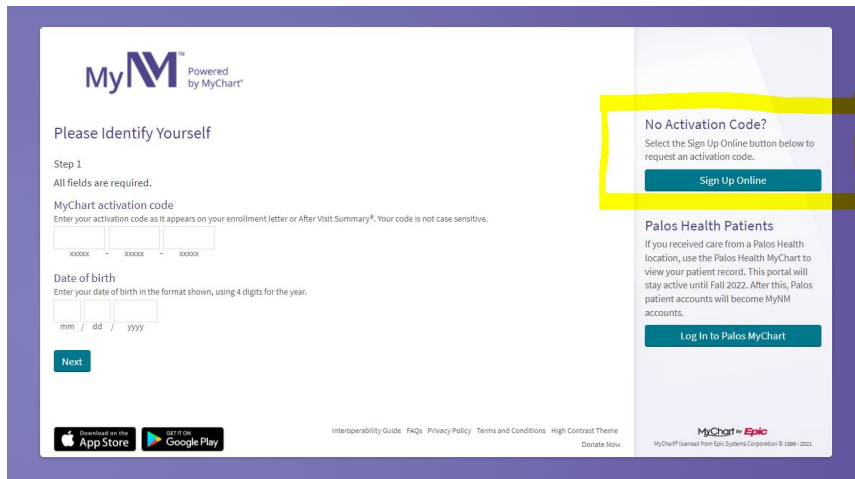
Q: How do I open a MyNM account?

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

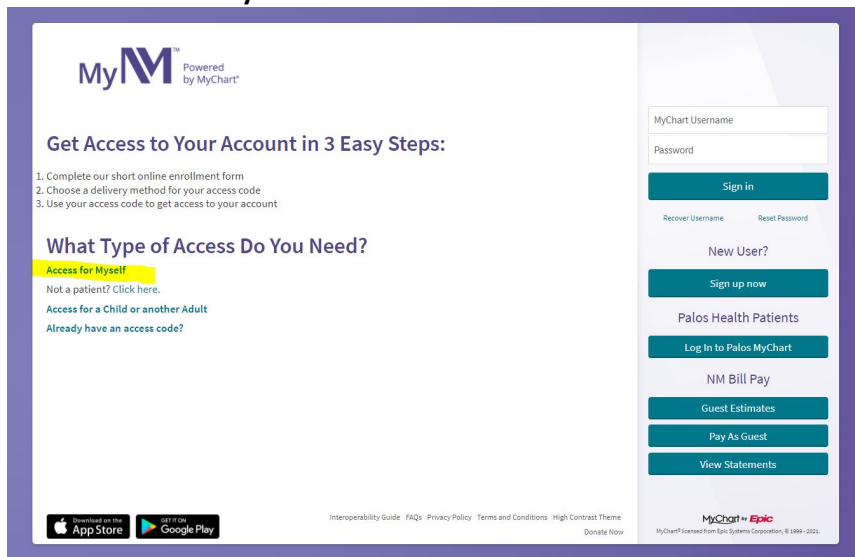
1. Go to nm.org/mynm.
2. Click **Register as a New User** under **MyNM Login**.



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 your visit information, access medical records, message your care team, pay bills, schedule appointments and request prescription refills through MyNM.

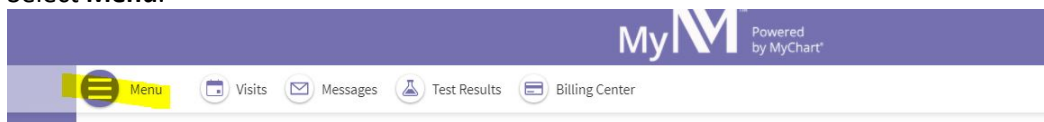
If you have any questions about MyNM, please call the Help Desk at **855.HLP.MYNM (855.457.6966)** or visit nm.org/mynm.

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

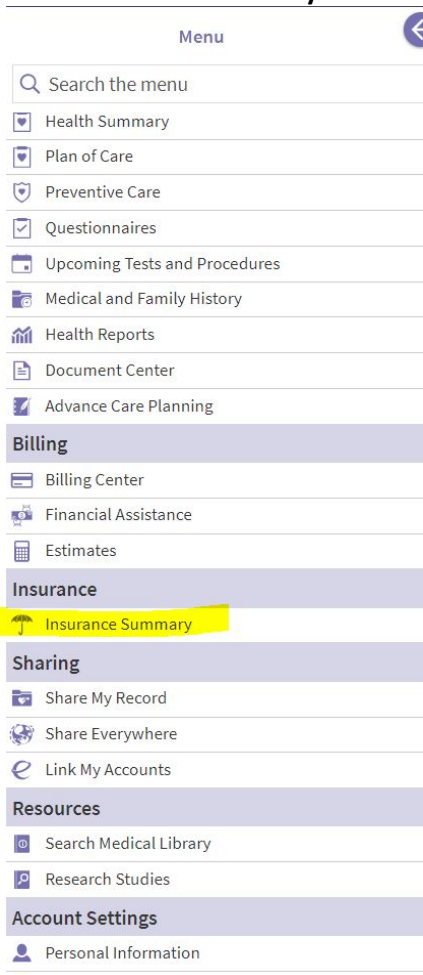
A: Please follow the below steps to add your insurance to your new MyNM account:

1. Log in to your MyNM account at mynm.nm.org.

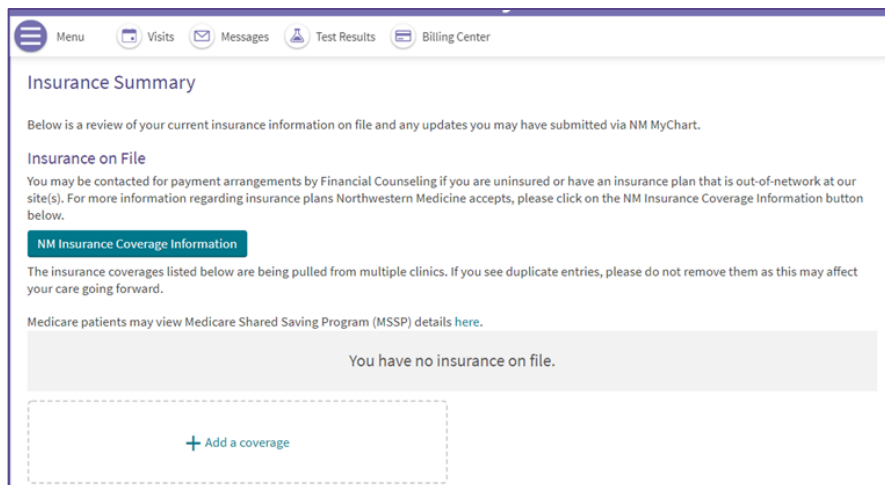
1. Select **Menu**.



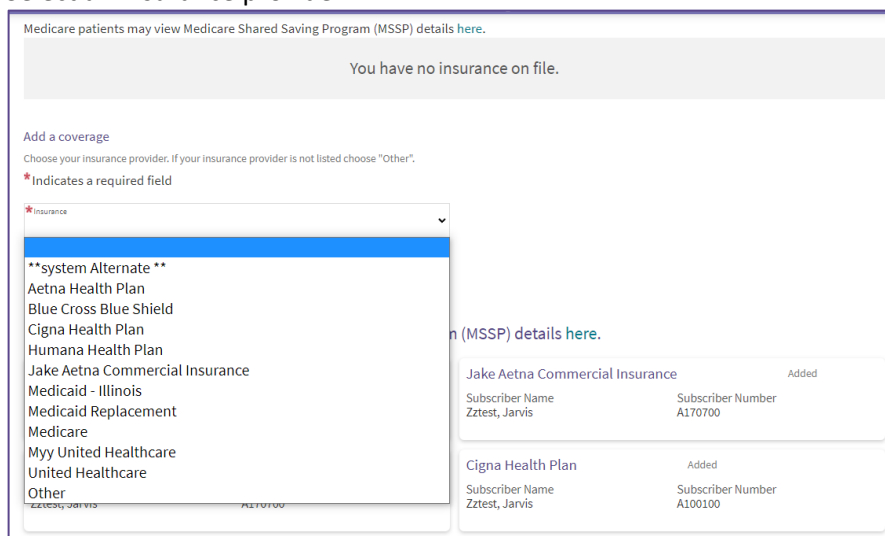
2. Select **Insurance Summary**.



3. Select **+ Add a coverage**.



4. Select an insurance provider.



5. 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.

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

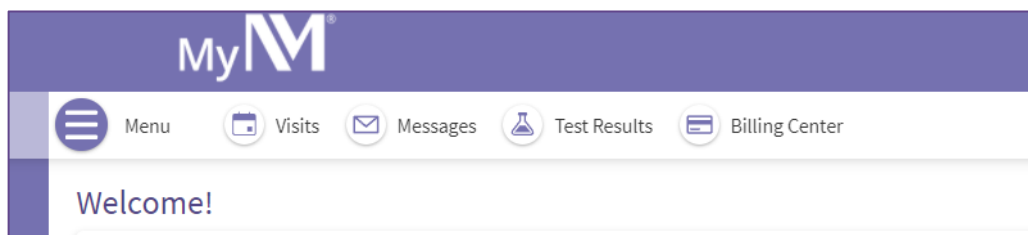
Cigna Health Plan	Added
Subscriber Name Test, Patient	Subscriber Number A1100100

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

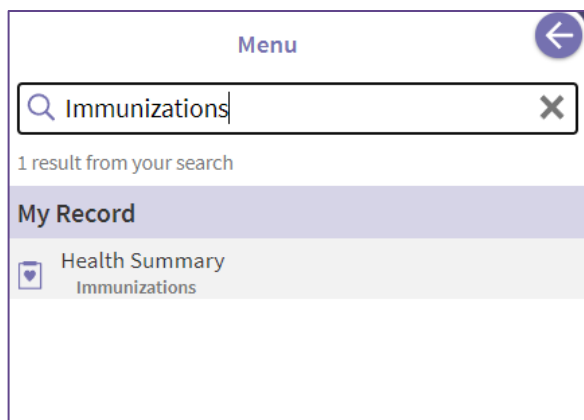
Q: How can I view immunization records within MyNM so I can upload to PnC?

A: Please follow the below steps to view immunization records in your MyNM account:

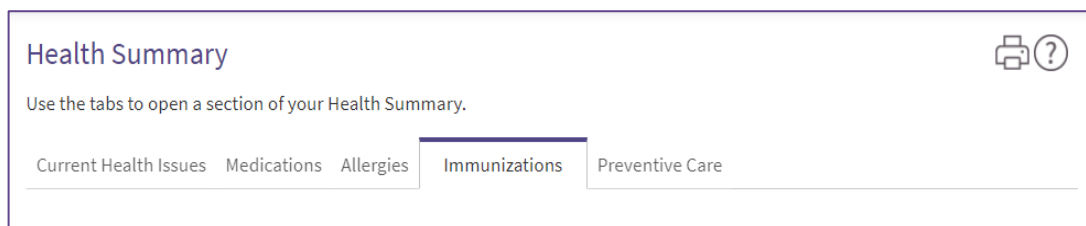
- Log in to your MyNM account at mynm.nm.org.
- Click the hamburger **Menu** icon in the top left corner.



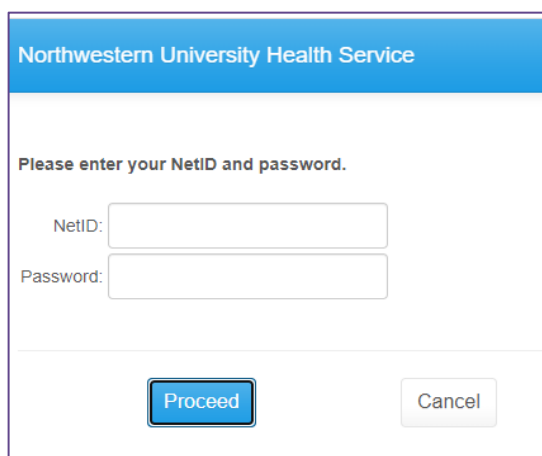
- Type **Immunizations** in the search bar and click **Health Summary**.



5. Select the **Immunizations** tab to take a **screenshot** of your immunization records or to click the print icon and **Save as PDF**.



6. Log in to your PnC account at **www-healthy.nuhs.northwestern.edu**.



7. In your PnC account, **upload an image** of your updated immunization records.