

VACCINE FAQ FOR NM WORKFORCE

Updated September 21: “Where can I get a COVID-19 vaccine?” and “Am I still considered fully vaccinated if I don’t get a booster shot?” were updated.

Vaccine Requirement

Q: Who is required to receive the COVID-19 vaccine?

A: All employees, medical staff, researchers and contracted staff are required to get a COVID-19 vaccine unless they have an approved medical or religious accommodation. Volunteers, students, interns are also subject to the requirement; NM will not offer accommodations to volunteers or unpaid students and interns. Employees who are approved to be 100% remote are not subject to NM’s vaccination requirement at this time. Any new hires must be fully vaccinated or have an approved medical or religious accommodation prior to starting.

Q: If I have moved here from outside the U.S., or gotten vaccinated elsewhere, will NM accept COVID-19 vaccines beyond Pfizer, Moderna and J&J?

A: NM will also accept the following COVID-19 vaccines:

- Sinopharm BIBP COVID-19 vaccine (two doses, three to four weeks apart)
- Sinovac-CoronaVac COVID-19 vaccine (two doses, two to four weeks apart)
- AstraZeneca COVID-19 vaccine (two doses, eight to twelve weeks apart)
- Bharat Biotech COVID-19 vaccine (two doses, four weeks apart)
- Novavax/Nuvaxovid COVID-19 vaccine (two doses, three weeks apart)

Q: If I have an approved accommodation from being vaccinated for COVID-19, will there be any additional workplace rules or limitations that apply to me?

A: Yes. Anyone not vaccinated must wear a mask in NM facilities, receive a weekly COVID-19 test and may be subject to additional safety precautions. NM may also be required to implement additional rules defined by CMS or other regulatory agencies.

Staff who do not meet the weekly testing requirement are subject to corrective action up to and including termination. Corrective action for failure to test or complete the attestation is cumulative with any other corrective action.

Q: Will my manager be aware of my COVID-19 vaccination status?

A: Yes. Similar to flu vaccination/accommodation status of their employed and contracted staff, they will also be able to see COVID-19 vaccination or accommodation status to assist with compliance. (If you have an accommodation, your manager will not be given the reason for the accommodation.)

UPDATE Q: Where can I get a COVID-19 vaccine?

A: Most NM Immediate Care Centers offer the updated single-dose omicron booster, as well as the Pfizer COVID-19 vaccine. Visit nm.org for the days, times and locations the vaccines are offered at each ICC. If you present your badge, your vaccine information will be uploaded to your employee health record.

Both [CVS](#) and [Walgreens](#) offer vaccination appointments in a variety of convenient locations in Chicago and the surrounding suburbs. You also can find a location to receive the COVID-19 vaccine by visiting the [State of Illinois Vaccination Location page](#) or vaccines.gov.

If you get your vaccine at CVS or Walgreens, you will need to submit your vaccine documentation through the immunization upload process on NMI. Please use this [tip sheet](#) for additional support.

Q: I received my COVID-19 vaccination outside of Northwestern Medicine. Where can I submit my vaccination documentation?

A: Documentation can be submitted through the immunization upload process on [NMI](#) (login required) using this path: **NMI > Resources > Safety & Risk > Immunization Doc Upload**. Please use this [tip sheet](#) for additional support.

Q: Is a COVID-19 vaccine booster required?

A: The COVID-19 booster is not part of Northwestern Medicine's vaccine requirement at this time.

Q: Can I get a COVID-19 vaccine or booster and my flu vaccine in the same timeframe?

A: Yes. The CDC has approved the administration of a dose of a COVID-19 vaccine and other vaccines, including flu, at the same time — a change from a previous recommendation to wait a minimum of 14 days between the different vaccinations.

UPDATE Q: Am I still considered fully vaccinated if I don't get a booster shot?

A: At this time, you are considered compliant with the vaccination requirement after you have received two doses of Moderna or Pfizer, or one dose of Johnson & Johnson.

Q: I am an employee and have been approved through the formal process for 100% remote work. Do I have to meet the CMS vaccination requirement?

A: At this time, existing employees who have been approved for 100% remote work do not have to meet the CMS vaccination requirement. Employees with this special approval are not allowed to take part in any NM-sponsored in-person activities. If there are circumstances in which 100% remote staff are required to work on-site, they must be vaccinated or have an approved medical or religious accommodation prior to coming into an NM facility. Those who do not meet the requirement must use PTO/vacation time or go unpaid.

Testing

Q: What is the testing requirement for staff members who have an approved accommodation?

A: To align with Gov. Pritzker's Illinois Executive Order requiring healthcare workers who are not fully vaccinated to be tested weekly.

- Every 30 days, NM will provide, at no charge to unvaccinated employees, four self-collection test kits to be used on-site during work hours. Pick-up locations are posted [here](#). If you choose not to complete the test on-site during work hours, you may complete the test at home on your own time.
- You are encouraged to use the NM-provided, self-collection test kits. If you choose not to, you may test at community centers, retail pharmacies and city and state testing sites that offer testing with no out-of-pocket costs. The [Illinois Department of Public Health testing page](#) or the [Chicago Department of Public Health testing page](#) may provide helpful resources.
- You may also receive over-the-counter (OTC) COVID-19 tests if you are covered under NM health insurance programs. Please refer to the staff [Vaccine FAQ section](#) for additional information.
- After completing the NM-provided test in accordance with the test kit instructions or taking a test at a local pharmacy or public health site, you must confirm you have completed a test every seven days and report your result during your regular attestation process using the NM Workforce Application Symptom Check on your mobile device or the online portal at nmsymptomcheck.nm.org.
- If you receive a positive test result, you should complete the [COVID-19 Hotline Employee Triage Questionnaire for next steps](#).

Q: Can I use NM COVID-19 testing locations to complete my weekly testing requirement?

A: No. To ensure testing supplies are available to meet patient needs, employees should not go to an NM clinic

or Immediate Care Center for routine testing. Many community centers, retail pharmacies, and city and state testing sites offer testing with no out-of-pocket costs. The [Illinois Department of Public Health testing page](#) or the [Chicago Department of Public Health testing page](#) may provide helpful resources.

Q: What happens if I have an approved accommodation and miss a required test or fail to comply with mask requirements?

A: Staff who are not fully vaccinated but have an approved accommodation are required to test weekly and complete the attestation. Staff who do not complete the required testing and attestation are subject to the standard corrective action policy up to and including termination. Corrective action for failure to test or complete the attestation is cumulative with any other corrective action.

Q: Are over-the-counter (OTC) COVID-19 tests covered by NM Insurance?

A: Per [federal guidelines](#), effective January 15, 2022, the Biden Administration asked group health plans to cover a limited number of non-physician ordered, FDA-approved, OTC rapid COVID-19 test kits at no cost to covered employees and dependents. Up to eight tests per month (every rolling 30 days), per employee and dependents enrolled in either the NM Standard PPO or NM Savings PPO with HSA medical plan are covered.

Most tests are sold in packs of two, and each test in a pack of two counts toward the limit of eight tests that are covered per month. OTC tests that are sent to a lab for processing are not reimbursed by the plan.

NM is partnering with our pharmacy vendor Express Scripts (ESI) on the implementation of this new direct coverage provision. Employees and dependents who are currently enrolled on the NM Benefit Plans through Aetna are automatically covered for the pharmacy benefit plan through Express Scripts.

Q: How do I obtain my OTC rapid COVID-19 test kits using my pharmacy insurance?

A: NM is partnering with our pharmacy vendor, Express Scripts Inc. (ESI) to ensure a simple and secure process for employees and their dependents enrolled in NM-sponsored health plans to get OTC rapid COVID-19 test kits. Following are two options:

Option 1: Direct Pharmacy Method

- Visit an Express Scripts in-network or participating pharmacy including but not limited to Walgreens, CVS or Walmart. To find a list of in-network pharmacies visit the Express Script Inc. mobile app or the [Express Scripts Pharmacy Website](#). After logging in, choose “Find a Pharmacy” under the Prescription drop down.
- Bring an OTC Rapid COVID FDA-approved test kit to the participating pharmacy counter and present your Express Scripts ID card (pharmacy insurance card).
- Pharmacy will process the test kit at no cost up to eight test kits (four boxes) per covered member per month. There may be a wait while the pharmacy processes the claim through the insurance.

Option 2: Express Script Mail Order

- Login to the [Express Scripts Pharmacy Website](#).
- From Quick Links on the home page choose “Order At-home COVID Tests.”
- Complete the online form.
- It may take up to four weeks to receive your order.

Q: I purchased an OTC rapid COVID-19 test kit on or after January 15, 2022, for myself or my covered dependent. How do I get reimbursed?

A: If you purchased an approved OTC test outside of the pharmacy counter on or after January 15, 2022, you can submit your receipt to ESI for a retail purchase reimbursement. Tests purchased between January 15 and

27 will be reimbursed at the purchase price. Test purchased on or after January 28 will be reimbursed up to \$12.00 per test or typically \$24 for a box with two test kits. Following are two options to submit your receipt for reimbursement:

Option 1: Mail-in reimbursement claim form with receipt

- Click [here](#) to download a copy of the reimbursement form.
- Complete the cardholder information, patient information and COVID test information Page 1 of the forms and sign the bottom. You will need to submit a form for each receipt and patient. Multiple claims can be mailed together.
- Mail the form(s) with the receipt(s) attached to:

*Express Script Commercial Claims
PO Box 14711
Lexington, KY 40512-4711*

It is recommended that you keep a copy of your receipt for your records. Claims must be submitted within one year of the purchase date. A check will be sent to the address completed on the form in approximately 15 days following processing by Express Scripts.

Option 2: Online reimbursement claim form

You may submit your claim for reimbursement online via the [Express Scripts website](#). [Click here](#) for instructions on how to submit an online reimbursement claim form.

Q: Where can I verify my insurance coverage?

A: To verify your insurance plan please refer to your benefit confirmation statement on [NMI](#) (login required): MyNMI > MyNM Service Center > Your Benefits > Benefit Summary > Benefit Statements. Employees and dependents who are currently enrolled in the NM Benefit Plans (NM Standard PPO or the NM Savings PPO w/HSA through Aetna), are automatically covered for the pharmacy benefit plan through Express Scripts. There is no additional action needed to enroll in the pharmacy benefit plan.

Q: Are OTC COVID-19 rapid test kits purchased for dependent(s) covered by my insurance?

A: To be eligible for the covered test kits, your dependent(s) must be an eligible dependent and covered under your NM group health plan at the time the test is purchased. These test kits will be covered for your eligible dependent(s) at no cost. To verify your enrolled dependents, refer to your benefit confirmation statement on [NMI](#) (login required): MyNM I> MyNM Service Center > Your Benefits > Benefit Summary > Benefit Statements.

Q: What kind of test kits are covered under my insurance plan?

A: The test must be an OTC rapid home test that has an indicator of the FDA approval status. OTC PCR tests that are sent to a lab are not included in this legislation and will not be covered by the NM insurance plans. While subject to change, following is a list of currently approved test kits at point of sale:

08337000158	INTELISWAB COVID-19 HOME TEST
11877001140	BINAXNOW COVID-19 AG SELF TEST
14613033967	QUICKVUE AT-HOME COVID-19 TEST
14613033968	QUICKVUE AT-HOME COVID-19 TEST
14613033972	QUICKVUE AT-HOME COVID-19 TEST
56362000589	IHEALTH COVID-19 AG HOME TEST
56362000590	IHEALTH COVID-19 AG HOME TEST

56362000596	IHEALTH COVID-19 AG HOME TEST
56964000000	ELLUME COVID-19 HOME TEST
60006019166	ON-GO COVID-19 AG AT HOME TEST
82607066026	FLOWFLEX COVID-19 AG HOME TEST
82607066027	FLOWFLEX COVID-19 AG HOME TEST
82607066028	FLOWFLEX COVID-19 AG HOME TEST
82607066047	FLOWFLEX COVID-19 AG HOME TEST
00111070752	COVID-19 AT-HOME TEST
00111070772	COVID-19 AT-HOME TEST

Q: The OTC rapid home test box contains two tests. Does each box count as two tests toward the limit?

A: Yes, the limit is per test. If the box contains two tests, then those two tests will be counted toward your eight monthly test allotment per covered employee and dependent.

Q: What if I purchase test beyond the eight per covered member per month?

A: Tests beyond the limit are not covered nor eligible for reimbursement through insurance. You must pay out of pocket for tests over and above the limit.

Q: Can I purchase an OTC rapid COVID-19 test kit from an online retailer or one that does not have a pharmacy counter and be reimbursed?

A: Yes. You can purchase a rapid, at-home FDA-approved COVID-19 test kit either from an online retailer or one that does not have a pharmacy counter. Please use a personal credit card or cash and save your receipt(s) to submit a claim for reimbursement through Express Scripts. [Click here](#) for a copy of the claim form. Look for the "COVID Test Kit" section on the right side of Page 1. You may also submit your claim for reimbursement online via the [Express Scripts website](#). [Click here](#) for instructions to submit an online reimbursement claim.

Q: How do I order the free test kits offered through the government?

A: Visit [COVIDtests.gov Free at-home COVID-19 tests](https://www.covidtests.gov) to learn about free COVID test kits offered by the government. Tests kits obtained through this program do not count toward the insurance program limit.

Q: I am on the NM Savings PPO w/HSA plan and have a deductible to meet before prescription drugs are paid. Do I have to meet my deductible before test kits are covered?

A: No. OTC rapid COVID-19 FDA-approved test kits are not subject to the deductible.

Q: Can I use my FSA or HSA funds to purchase test kits?

A: No. Pre-tax accounts such as FSA or HSA can only be used for expenses that are not covered by insurance. Test kits that are covered by insurance within the limit are not qualified expenses. You may use your FSA or HSA funds for tests that are not covered by the insurance program such as OTC PCR tests or tests in excess of the monthly limit.

Q: How do I get an Express Scripts card?

A: You can access a universal temporary ID card at [NMI > MyNM Service Center > Your Benefits > Prescription](#) (login required) and contact Express Scripts at 800.918.7910 to send a permanent card. A card is also available on the Express Scripts app. Search your app store for Express Scripts available for Androids and iPhones.

Vaccine General Information

Q: Where can I get documentation regarding my COVID-19 vaccination?

A: Employees and physicians who were vaccinated at an NM Workforce Vaccine Clinic can print their COVID-19 vaccine information, including a record card, at [Switchboard: NMH Safety and Emergency Management](#) (login required) using this path: **NMI > All Apps (waffle menu/ 9-dots) > Safetynet Admin > COVID-19 Vaccination Record Card**). Click on **COVID-19 Vaccination Record Card**, which will create a digital version of the card with all the information prepopulated.

If there is a specific circumstance that requires you to have the CDC card, submit a ticket by visiting the MyNM Service Center on NMI or emailing mynmservicecenter@nm.org. Please note that cards will only be available for staff who follow the MyNM Service Center process. The Occupational Health clinic will not complete cards on-site. You will be notified via email when your completed card is available for pickup at an Occupational Health clinic. The process is expected to take a couple of weeks but will vary depending on the volume of requests.

Please contact MyNM Service Center at **312.926.HELP (4357)** or mynmservicecenter@nm.org if you have any questions or concerns.