

## STUDENTS | Concierge Medicine

### *Is Concierge Medicine at Mass General right for me?*

The greatest benefits of concierge medicine are the personal connection you make with your physician and the convenience of seeing (during normal office hours) or communicating with them via phone or email 24 hours a day, 7 days a week.

Your physician gets to know you well, understands your health and wellness needs and coordinates your care. Depending on the situation, this may help avoid the need for urgent care or emergency room visits. When necessary, appointments are available the same day.

### *How is Concierge Medicine different from the Northeastern University Student Health Plan (NUSHP)?*

NUSHP is Northeastern University's Student Health Plan. Students are enrolled in the health plan automatically, but may waive out if they have ACA-compliant comparable health insurance. At Mass General Concierge Medicine, which is just a short drive or subway ride across Boston, you have a personal relationship with your own physician and have direct access to them, as well as seamless access to Mass General's vast resources as needed.

### *What type of insurance is required?*

Mass General accepts most insurance plans.

### *How much does membership cost? How is it billed?*

Annual membership costs \$6,000 USD and renews on an annual basis based on the initial contract date.

### *As a Concierge Medicine patient at Mass General, what happens if I get sick when I am not in Boston, or if I am overseas?*

You will continue to have telephone and email access to your Mass General concierge physician, who, depending on the situation, may be able to guide you from afar in real time. Should you need medical care while away from Boston, your Mass General physician will do their best to communicate with the healthcare facility where you are being treated.

### *If my co-op program is not in Boston, should I still consider Concierge Medicine?*

Mass General Concierge Medicine will still provide you with a direct telephone and email connection with your physician, even when you are not in Boston. Should you need medical care while away from Boston, your physician will do their best to communicate with the healthcare facility where you are being treated.

### *Can I receive treatment at other hospitals or healthcare clinics if I am a Concierge Medicine patient at Mass General?*

Yes. Your concierge physician will communicate with the care team where you are being treated.

### *How much information is shared between Mass General and Northeastern about my healthcare?*

Mass General will not share your healthcare information with Northeastern unless you specifically authorize it.

### *Where can I learn more about this program?*

We encourage you to visit [massgeneral.org/concierge-medicine](http://massgeneral.org/concierge-medicine) to learn more.

### *I am interested in enrolling or discussing further. Who should I contact?*

Please call 617-643-2132 to speak to a health services representative.

### *I have a question that is not addressed here. How can I contact Mass General?*

You may reach out to the Center for International and Specialized Services via phone at 617-643-2132 or email [conciergemedicine@mg.harvard.edu](mailto:conciergemedicine@mg.harvard.edu).

## STUDENTS | Executive Health

### *Is an Executive Physical at Mass General right for me?*

The Mass General Executive Physical is a comprehensive wellness exam with an emphasis on prevention. It is designed for busy people who may not otherwise take the time to focus on their health. The physical is customized to the health condition and needs of each patient; it may include a full skin check, eye exam or other clinical consultations specific to your individual needs. Most of our patients choose to come back every year or every other year for their Executive Physical. The Executive Physical is typically completed in less than a day.

### *How is the Executive Physical program different from the Northeastern University Student Health Plan (NUSHP)?*

NUSHP is Northeastern University's Student Health Plan. Students are enrolled in the health plan automatically, but may waive out if they have ACA-compliant comparable health insurance. Mass General's Executive Health program offers a comprehensive wellness exam on an annual basis and does not offer on-going primary care. Depending on the results of the physical, patients are offered seamless access to Mass General's vast resources as needed.

### *Does the Mass General Executive Physical replace my primary care physician?*

No, our patients maintain a separate ongoing relationship with a primary care physician. The Mass General Executive Physical is a separate, supplemental evaluation that patients select to pursue in addition to their ongoing primary care.

### *What type of insurance is required?*

The Executive Physical is not directly billed to insurance, though you may be able to submit for reimbursement some of the screening components, or any medical specialty consultation recommended by Mass General.

### *Can I receive treatment at other hospitals or healthcare clinics if I am an Executive Physical patient at Mass General?*

Yes, absolutely. Any care outside of the Executive Physical should be coordinated with your primary care physician (PCP).

### *What happens if I get sick when I am not in Boston, or if I am overseas?*

If you get sick outside of Boston or overseas, your care should be coordinated with your primary care physician (PCP). The Executive Physical should not be used in place of a relationship with a primary care physician.

### *How much information is shared between Mass General and Northeastern about my healthcare?*

Mass General will not share your healthcare information with Northeastern unless you specifically authorize it.

### *Where can I learn more about this program?*

We encourage you to visit [massgeneral.org/executivehealth](http://massgeneral.org/executivehealth) to learn more.

### *I am interested in enrolling or discussing further. Who should I contact?*

Please call 617-726-4444 to speak with a health services representative.

## STUDENTS | General Information

### *Can I receive a second opinion at Mass General?*

Mass General offers a formal, remote second opinion service. Detailed information is available online at: [www.massgeneral.org/second-opinions](http://www.massgeneral.org/second-opinions). Mass General staff can also assist with in-person specialty appointments. Please contact our office at [contact info] to learn more.

### *Can I receive other services at Mass General?*

Mass General offers world-class, revolutionary care to patients from all over the world across a wide spectrum of specialties. To learn more and find the specialty you're looking for, please visit [massgeneral.org](http://massgeneral.org).

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## PARENTS | Concierge Medicine

### *Is Concierge Medicine at Mass General right for my child?*

When your child leaves for college, it can be one of the most stressful and worrying times as a parent. You're filled with pride at their great accomplishment, but also concern that you no longer will be able to see them from day to day. The greatest benefit of concierge medicine is the personal connection your child will make with their physician and the ease of seeing or communicating with them via phone or email, 24 hours a day, 7 days a week. Their physician will be an on-the-ground, second set of eyes for you, getting to know your son or daughter well, understanding their health and wellness needs and coordinating care. Depending on the situation, this may help avoid the need for urgent care or emergency room visits. When necessary, appointments are available the same day.

### *How is Concierge Medicine different from the Northeastern University Student Health Plan (NUSHP)?*

NUSHP is Northeastern University's Student Health Plan. Students are enrolled in the health plan automatically, but may waive out if they have ACA-compliant comparable health insurance. At Mass General Concierge Medicine, which is just a short drive or subway ride across Boston, students have a personal relationship with their own physician and have direct access to them, as well as seamless access to Mass General's vast resources as needed.

### *What type of insurance is required?*

Mass General accepts most insurance plans, including Medicare.

### *How much does membership cost? How is it billed?*

Annual membership costs \$6,000 USD and renews on an annual basis based on the initial contract date.

### *Can my child receive treatment at other hospitals or healthcare clinics if they are a Concierge Medicine patient at Mass General?*

Yes. Your child's concierge physician will communicate with the care team where they are being treated.

### *As a Concierge Medicine patient at Mass General, what happens if my son or daughter gets sick when they're not in Boston, or if they are overseas?*

They will continue to have telephone and email access to their Mass General concierge physician, who, depending on the situation, may be able to guide them from afar in real time. Should they need medical care while away from Boston, their Mass General physician will do their best to communicate with the healthcare facility where they are being treated.

### *If their co-op program is not in Boston, should we still consider Concierge Medicine?*

Mass General Concierge Medicine will still provide your child with a direct telephone and email connection with their physician, even when they are not in Boston. Should they need medical care while away from Boston, their physician will do their best to communicate with the healthcare facility where they are being treated.

### *How much information is shared between Mass General and Northeastern about my child's healthcare?*

Mass General will not share healthcare information with Northeastern unless your child specifically authorizes it.

### *Where can I learn more about this program?*

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## PARENTS | Executive Health

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