

What kind of doctors do you have?

CVHS employees Internists, Family Practitioners, and Pediatricians, as well as Physician Assistants, Family Nurse Practitioners, and Pediatric Nurse Practitioners. Please refer to the site's page under the Locations tab for more information about the providers at your site.

CVHS is an Equal Opportunity employer and is proud of its diverse workforce.

Do you have a dentist?

Please refer to the dental page for a list of sites offering dental services. If you are a medical patient at a site that does not offer dental services, you may be seen at one of our other sites that does offer dental.

What are the office hours?

Please refer to the site's page under the Locations tab for office hours.

How soon can I get an appointment?

Wait times vary by sites. Please contact your local site for this information. Established patients in need of a sick appointment will be seen within 24 hours.

What types of insurance do you accept?

CVHS sites accept most major insurance and dental plans; including Medicare, Medicaid and HMO's. If you have specific questions about your particular insurance plan, please call your site for more information.

Are we taking new patients?

Yes, we welcome new patients at any of our sites.

What are your prices or what is my copay? What will I have to pay when I come in?

Your cost for your visit depends on whether or not you have insurance.

If you are insured, you will be asked to pay whatever your insurance requires as a co-pay or deductible. However, if you qualify, a portion of that co-pay or deductible may be reduced, based upon your family size and income.

If you are uninsured and you are concerned that you cannot pay for health care, please apply for the sliding fee.

To apply for the sliding fee, you will need to bring income verification on your first visit. When you make your first appointment, the Patient Services Representative can give you an *estimate* on the cost of your first visit. You may require additional services that are NOT included in this estimate, so the actual cost may be higher than what is quoted.

If the cost of the visit is higher than what the PSR quoted, CVHS will bill you for the remaining portion. After your first visit, the PSR will be able to give you a closer estimate for future visits. Patients should be prepared to pay for their care at the time of their visit, or make arrangements with the office manager for a payment plan.

Are you the health department or free clinic?

We are neither a health department nor a free clinic. We are a non-profit health center, also known as a Federally Qualified Community Health Center. We offer a sliding fee scale as a way for low income individuals to afford the services we provide. The sliding scale is based upon family size and income. We offer a range of family practice services, after-hours contact information, referrals for specialty appointments, immunizations, and many other services. See site specific information for services offered in your area. We work cooperatively with other safety net providers across our service area.

Directions to the office?

Please refer to the site's page under the Locations tab for directions to the office.

Do you accept walk-ins?

Each site has a slightly different policy on walk-ins based on the size of the practice and availability of providers to see unscheduled patients. We recommend that you call and discuss your particular situation with the PSR.

Do you offer payment plans? What are the requirements?

Payment plans are available for those patients who have some, but not all of the payment necessary to pay for their services. Arrangements are on a case-by-case basis and you should discuss your particular situation with the Office Manager.

List the type of services do you offer?

All of our sites offer medical services and prescriptions, which can be filled either on-site or be mailed to your home. Many of our offices offer dental and behavioral health services. Please refer to the specific site under the locations tab for a comprehensive list of services offered at a particular site.

Are you serviced by public transportation?

Yes, most of our sites are serviced by public transportation. For more specific information, please contact your local office.

Are your facilities handicap accessible?

Yes, all of our sites are handicap accessible.

What dental services are covered by Medicare or Medicaid?

Medicaid/Dentaquest will only cover extractions over 21 years of age. Medicare does not provide dental coverage. Medicaid and FAMIS both cover dental services for children.

Do we do oral surgery or orthodontics?

At this time we do not offer oral surgery or orthodontic services. We will make every effort to refer you to a dental provider who offers services on a sliding scale.

Do we make dentures?

No, but we do make the molds and once the dentures are made, ensure a proper fit. We make arrangements with local dental labs and look for ones which are affordable. We also make minor adjustments to dentures.

Do we make referrals to specialists?

Yes, we do make referrals to specialists based on what your insurance company requires. We will make every effort to refer you to a doctor who offers services on a sliding scale if you need that.

What is your cancellation policy?

We ask that you cancel your appointment at least 24 hours in advance. We realize this is not always possible, but we do ask that you call the office to cancel so someone can have your appointment slot.

What are your payment requirements?

Some dental services such as root canals and crowns must be paid in full prior to the procedure.

What should I bring to register and apply for the sliding scale discount?

You should bring proof of income. This includes 3 of your most recent pay stubs, last year's tax return, a letter from your employer stating your salary or any official government documentation such as approval for unemployment compensation.

Do you offer Saturday appointments?

Saturday appointments are offered at some of our sites. Please refer to the site page under the Locations tab for the site's operation hours.

Can anyone come?

| Yes, we see all age groups, men and women, regardless of ability to pay.

How long has the doctor been practicing?

Our providers bring a wealth of experience and education to their practice and have varying lengths of practice. All providers are committed to providing high quality care.

How do prescription refills work?

We ask that you call your office at least three days before your prescription runs out. We will call or mail you your prescription. In the event the prescription cannot be mailed or phoned in, we will let you know when it is available for pickup.

Do you have interpreters?

At some of our sites, we have interpreters available. If an interpreter is not available, we do have a telephone interpreter service.

What type of vaccines do you have?

We offer a full range of childhood vaccines as well as common adult vaccines such as pneumovax and flu. Vaccines required for foreign travel may be obtained from your local health department.