

## Frequently Asked Questions

**1. What is special about Dr. Clarke and our SheDoc Family Practice?**

Our patients tell us we are the most thorough medical home they have ever experienced. Dr. Clarke's medical training includes some of the best: UC Berkeley, Minnesota Medical School/Rochester Mayo Clinic, and Dartmouth Medical School, with some University of Arizona thrown in. She is a consistent patient advocate caring for students, men, women, children, and families. She accepts Medicare, Phoenix Health Plan, along with most commercial insurances. Our office offers same day appointments. For existing patients Saturday morning appointments are available. You can fill out your paperwork, schedule an appointment, and check-in for your next appointment online. We stay on the cutting edge.

**2. Are you accepting new patients? Yes.**

**3. Do you have same day appointments? Yes.** Existing patients can make same day appointments for urgent issues. We can usually schedule a new patient appointment within 48 hours.

**4. How am I billed for your services?**

We use an outside billing service to handle insurance claim submission and invoicing. MTBC at 866/592-6822 is available to answer questions M-F, 8-5 (EST). Invoices are sent out monthly and expected to be paid upon receipt. Balances over 30 days past due will be assessed a 2.5% late fee per month. Insufficient funds charge for bounced checks is \$35.00.

**5. With what insurance companies is SheDoc contracted?**

We are a preferred provider for the following health insurance companies: Aetna, AFMC, Cigna, Desert Canyon, First Health, Great West, Humana, Medicare, PacifiCare, Phoenix Health Plan, Secure Horizon, and United Health Care. Please confirm with your insurance company your particular policy is in contract with us.

**6. What if my insurance plan is not on your list?**

We will submit a claim to any insurance company for you even if Dr. Clarke is a "non-participating" provider. Most insurance plans will pay all or a significant percentage of your bill. You will need to pay in full at the time of service at which time we give you a 20% discount. We will send your insurance company a claim, they reimburse you directly. SheDoc fees are reasonable and competitive with other offices. We are happy to work with you to receive maximum allowable reimbursement.

**7. Do you accept "Private Pay" patients, I don't have insurance?**

Yes we do. While we believe everyone should have medical insurance coverage, we are aware that many can not afford it. We recommend looking into an individual HSA plan. We welcome patients who desire our thorough approach and personal attention. Private pay patients are expected to pay in full at the time of service. With no paperwork involved, we pass on to you our direct payment savings, with a 20% discount.

**8. What happens if I miss an appointment?**

We require a call 24 hours (workday) in advance to cancel a scheduled appointment. This enables us time to schedule any "urgent need" appointment during your saved time slot. If we do not receive a timely call, SheDoc will assess a \$40.00 fee.

**9. What other fees might I incur?**

Currently we bill the following administrative fees directly to you. These are services we provide should you desire, but are not covered by most insurance companies:

- a) Prescription refills without an appointment - \$8.00 first refill, and \$3.00 for each additional refill.
- b) Failure to pay co-pay at time of visit - \$8.00.
- c) Personal copy of Medical Record - \$25.00 minimum, then per Arizona Statute: 25 cents a page plus staff time for reproduction and mailing.
- d) School Sports Physicals (including paperwork) - \$50.00.
- e) CDL Physicals (including paperwork) - \$50.00.
- f) Miscellaneous Forms filled out - \$35.00 (e.g. pre-employment, health club clearance, letters, Family Medical Leave, Disability, Extended Care Facilities, etc.)
- g) Telephone calls requested with Provider - \$35.00 minimum.