



You deserve care that's centered on you

Frequently Asked Questions





Selecting a primary care physician (PCP) is a critical step toward managing your healthcare. This is especially true as you age and often have more—and more complex—health challenges.

Consider your PCP your health’s “home base.” He or she will be the doctor you see for the majority of your medical needs—including annual wellness checkups, routine preventive tests and screenings and nonemergency illnesses. Your PCP will also refer you to specialists if the need arises.

Often, a patient-PCP relationship can span decades. But in any case, you will want to select someone who has expertise in medical areas that affect your health and who takes the time to listen and learn your medical and medication history, diet and lifestyle patterns, and treatment preferences. The relationship should be grounded in respect for you, your time and your individual path to health and wellness.

We are thrilled you have chosen to learn more about CenterWell. Simply put, we specialize in seniors, and all members of our Care Team help coordinate and facilitate each patient’s care. We hope that the following answers to our most commonly asked questions give you a good sense of who we are and the kind of care we are committed to delivering.

Frequently Asked Questions



Q: Who is CenterWell?

A: We're a primary care practice focused on seniors with locations in Florida, Kansas City (MO/KS), Louisiana, Nevada, North Carolina, South Carolina and Texas.

Our patients are at the center of everything we do, and we specialize in serving seniors. With us, patients receive a customized health plan from a cross-disciplinary care team. That's because we take a holistic approach to wellness, understanding that each aspect of health—mind, body, spirit—is important.

Our centers are communities of care and caring, staffed by physicians and team members who are specially trained to treat the senior population. Here you'll find that our providers are advocates for you and the way you want to live. They're dedicated to your total well-being, offering the most advanced medicine.

At CenterWell, we believe that healthy communities make for healthier people. So in addition to our medical services, we offer free educational seminars, activities and fitness classes in our centers.

Q. What are CenterWell centers like?

A: Want to see the center for yourself? Meet the staff? Great!

We offer regular open-house events as well as private, no-obligation tours for prospective patients and their families. Call us to set one up at your convenience.

Q. Are you accepting new patients?

A: Yes! We are accepting new patients at each of our centers. You can schedule a new-patient appointment by calling your preferred center.

Q. What insurance plans do you accept?

A: At CenterWell, our primary objective is providing superior care to our patients. And our goal is to deliver that care within your insurance contract guidelines.

Nonetheless, each insurance plan offers different benefits. As an informed consumer, it is important that you understand exactly what your healthcare insurance policy covers—and what, if any, required copays or deductibles you may be responsible for. Please visit your preferred center's page (via [CenterWellPrimaryCare.com](https://www.CenterWellPrimaryCare.com)) to see accepted plans at that location.



Q. Why do I need to bring my insurance card with me to my visit?

A: It contains essential information we require for billing purposes.

At each visit, we will ask to see your current insurance card and confirm any changes to your address information or insurance plan. This greatly decreases the likelihood of any billing issues.

Tip: Anytime you have an update to your personal or insurance plan details, notify us so we can log them into our system and skip this step at the time of your next visit.

Q. How can I prepare for my new patient visit?

A: There are a few important items to prepare prior to your first CenterWell visit:

1. Get a copy of your medical records by calling your previous physician's office. If you are not able to obtain them in time for your appointment, we can request records on your behalf. In that case, we will have you sign a Medical Records Release form that grants us permission to contact your previous provider.
2. Please bring each of your prescriptions, over-the-counter (OTC) medications, vitamins and supplements to your first visit. Some patients choose to bring a list of these items instead. Also make a note of any allergies or negative reactions you've had to medications in the past.
3. Gather your family health history. Ask your family members about chronic illnesses, diseases and other major and minor health conditions. This can help your physician determine how often you should take diagnostic tests and preventive screenings.
4. Write down a list of issues and questions to bring with you. Have you noticed any recent body changes, pain or fatigue? Have your eating or sleeping habits changed? Are you taking your medications as directed? Be honest with your doctor.
5. Plan to discuss your future. Review any scheduled treatments or recent lifestyle changes with your doctor so you can help make more informed decisions about your care plan.



Q. What happens if I can't make my scheduled appointment?

A: If you are unable to keep your appointment for any reason, please call our office at least 24 hours prior. We will reschedule your appointment as soon as possible.

Q. What should I do if I need medical attention outside of your normal hours?

A: If you need immediate medical attention, please call 911.

Each of our locations is open Monday through Friday, from 8 a.m. to 5 p.m.

If patients require nonemergency medical attention after hours or on weekends, they can call our 24-hour phone line and leave a voicemail.

The message will be relayed to the patient's physician or the PCP on call.



For additional resources and center contact information, visit CenterWellPrimaryCare.com/agents