



FREQUENTLY ASKED QUESTIONS (FAQ)

Q. Will I see a provider during my intake visit?

Your Monday intake visit will consist of a brief interview and nurse visit. After the financial intake, a nurse will meet with you to take a complete medical history. Before you leave the clinic, a new patient appointment with a provider will be scheduled.

Q. Will I be able to request a refill of my medications during my intake visit?

There are no providers in-clinic on Mondays and nurses are not able to authorize refills on medications without a provider approval. Medication management will begin once you meet with a Provider.

Q. Will GNMC accept a notarized letter from my employer to verify income?

We have Welvista forms available to verify income. Please see **Step 1: Confirm your Eligibility** to determine which form is needed for your application, then stop by the clinic to pick up the needed form along with a New Patient Application.

Q. Do you offer dental services?

At this time, we do not offer dental services.

Q. Do you offer pre-natal care?

We do not as pregnant women are eligible for Medicaid.

Q. I do not have any bills/official mail in my name. How can I show proof of address?

See **Step 2: Proof of Eligibility** for other examples of acceptable documentation. If you don't have any of those, we can use Welvista's Attestation of Physical Address Form.

Q. Should I bring anything to my visit?

For your:

Initial Intake - Bring in your new patient application, identification and any other completed forms.

New Patient Visit with a Provider - Bring in any medications you are currently taking.

Q. Does GNMC take walk-ins?

We run as any primary care clinic, please call us to schedule an appointment. We are unable to guarantee availability to walk-ins at this time.