



Family Practice Specialists

Our family caring for yours





Welcome to Family Practice Specialists!

Thank you for choosing our family to look after the health and well being of your family. Did you know we have been doing exactly that for Arizona families for more than 40 years? We consider it a privilege. We appreciate your trust. We believe patients come first and promise to treat your family, well, like family.

When you run to the Doctor, the last thing you want is the runaround.

Going to the doctor and dealing with medical issues is stressful enough. Family Practice Specialists is committed to providing you with the most stress-free, comprehensive and compassionate healthcare humanly possible.

It starts with getting an appointment. We don't believe scheduling an appointment should include a "waiting period." If you have an urgent medical need, we will do everything possible to see you the same day.

The physicians of Family Practice Specialists are also committed to training the next generation of doctors by serving as teachers and mentors for medical students and residents. Receiving care at a teaching practice also offers you many advantages, including advanced techniques and treatments.

If your family needs us, our family responds.

Our staff pledges to provide you with the highest quality adult primary, dermatology, diabetic eye and other specialty service medical care available. At Family Practice Specialists, it's all about Our Family Caring for Yours.

Very truly yours,

Your Physicians at Family Practice Specialists

Alisha Archibeck, D.O.

Tyler Southwell, M.D.

Kate Montgomery, FNP

Mark A. Wyse, M.D.

David Francyk, D.O.

Victoria Rhodes, P.A.

Jennifer Francyk, PA-C

James Leap, PA-C

T.E. McCauley, M.D.

Charles Levison, M.D.

Allan Goldman, D.O.

Andrew J. Racette, D.O.

David Anderson, O.D.

Walter Koppenbrink, M.D.

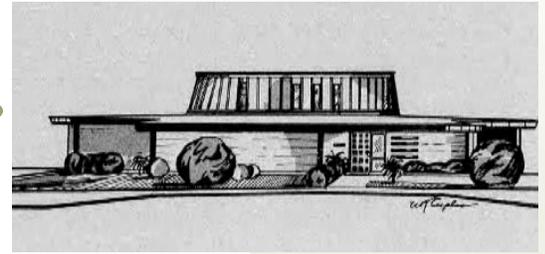




Review Our *Health History*

1969

Family Practice Specialists
was founded in
Phoenix, Arizona



1970s

A Vision for Healthier Families

1980s

Helping entire families
achieve and maintain
superior health has always
been the foundation on which
FPS care was built upon.

1990s

Infants & Children

Adult Men & Women

Seniors



2000s

Treating Patients with Patience

2010s

Throughout the years, high quality
patient care at FPS has been focused
on delivering a multitude of
individualized, specialized services
and treatments for the entire family.

Over 40 Years Later...

2015



Our family of diverse Board
Certified Physicians and Specialists
is still taking care of families...
just like yours.



One home for all your family healthcare needs



'ONE' is a very important word here at Family Practice Specialists. For you, that means:

- A ONE-stop healthcare destination for your entire family.
- Comprehensive care covering many specialties – all under ONE roof.
- You will be treated like a number – Number ONE!

Our family of physicians and caregivers have ONE vision: Setting new standards of excellence in family medicine, evidence-based practices, exceptional personalized service and better outcomes.

That is what we promise to pursue for every single ONE of our patients, including you.



Specialties & Services

Full-Service Comprehensive Lab

Dermatology

TRAVEL IMMUNIZATIONS

GLAUCOMA SCREENINGS

On-Site Radiology & X-Rays

BONE DENSITY TESTING



Restylane® Procedures

Noninvasive Cardiac
Function Testing

Botox & Obagi Skin Care



Osteopathic Manipulation

...and more!





Top 6 appointment *prep pointers*



Even After Hours,
Family Practice
Specialists is Here
for You

Our After-Hours Call
Center is on-call and
prepared to assist you
if our office is closed.
Contact us immediately
for sickness-related or
urgent medical matters.

For medical
emergencies that
cannot wait, call 911.

For Wellness or
Non-Urgent medical
inquiries, please
contact us during
normal office hours.

1

PREP POINTER 1: The Fastest Way to Schedule an Appointment

Call 602.955.8700

2

PREP POINTER 2: Maintain Good Form (or in this case, forms)

Print out and complete the New Patient Forms Packet at www.FPSAZ.com in the Appointment Preparation section ahead of time. It's guaranteed to save you time once you're here ... and help us run on time, so we can be on time, when it's your time.

3

PREP POINTER 3: Prepare for Arrival

Try to arrive 15-minutes before your scheduled appointment time.

4

PREP POINTER 4: "Uh Oh, I Need to Cancel."

Please call us as soon as possible so we can adjust our schedule and care for other patients in need.

5

PREP POINTER 5: When You Visit, don't come Empty-Handed

Remember to bring:

- Your insurance card and a picture identification.
- A list of current prescription and over-the-counter medications, pills and vitamins, including strengths and doses. If it's easier, bring all your prescription and non-prescription medications with you and we will be happy to list them in your file.
- Copies of current immunization records and important medical records.

6

PREP POINTER 6: The Best Way to Get Answers

Ask questions! Jot down any concerns or topics of interest to discuss before you come in.





Meet your *Doctors*

Our growing family of practitioners consists of ten Family Practice Specialists and one Dermatologist. We invite you to get to know us better!

Watch an introductory message from your doctor and take a Visual Tour of our office at www.fpsaz.com/tour.php

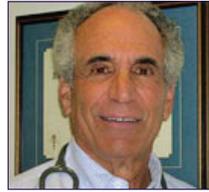
Review, print and fill out all Financial Policies prior to appointment by visiting our website at www.fpsaz.com/appointment.php



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David Francyk, D.O.



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Charles Levison, M.D.



David Anderson, O.D.
Optometrist



Tyler Southwell, M.D.
Certified in
DOT Physicals



Walter Koppenbrink, M.D.



Andrew Racette, D.O.
Certified Dermatologist



Alisha Archibeck, D.O.



James Leap, PA-C
Physician Assistant



Jennifer Francyk, PA-C
Certified in
DOT Physicals



Victoria Rhodes, P.A.

Also at your service are an outstanding staff of highly qualified nurses, therapists, technicians and administrative professionals – all committed to caring for you and your family.



Choosing Family Practice Specialists *has its Benefits*

Allow us to introduce you to some of the policies that enable us to provide you with the high quality, affordable, medical care you deserve.

Insurance Policies

Unlike many medical practices in our area, Family Practice Specialists doesn't get caught up playing the "Accept or Except?" insurance game. We continue to accept Medicare, Aetna, United, BlueCross BlueShield and more. Please visit FPSAZ.com for a complete list of providers accepted by our doctors.

Membership Policies

As a patient of our practice, you are automatically annually enrolled into the Family Practice Specialists Membership Program. This enables us to provide you with:

- ☑ Complete personalized access to your electronic medical records.
- ☑ Full online access to our office, appointment schedule and test results, bill payment summaries and financial account reviews.
- ☑ In-office blood drawing services.
- ☑ Participation in more fully advanced medical research and patient care models.

The annual membership fee for this program is \$49. This nominal charge allows us to provide you with all of the above benefits and conveniences at our office while saving you time and multiple co-pay costs.

Keeping Costs Down for Patients is a Top Priority.

Cost savings start with convenient services. Family Practice Specialists offers many in-house quality medical care specialty services. That cuts down on you needing to run to other medical facilities for additional tests or digital x-rays. It also means faster results and diagnosis for you.

You can also take advantage of extended hours care, including Monday through Friday until 5pm and Saturday's from 7am to Noon.

Another benefit to doing business with us is our Credit Card Plus payment program. If you are experiencing financial hardship, please speak to your physician regarding alternative payment options.





How can you *stay connected* to Family Practice Specialists?

At Family Practice Specialists, out of office does not translate to out of mind. We believe patients should have a direct link to our practice and their physicians whenever they need us.

Think of Our Patient Portal as Your FPSAZ Online Office.

Our online patient portal was designed specifically to improve the overall patient experience. Best of all, it is convenient and easy to use. Here's why...

Patient Portal Perks

- > Less paperwork.
- > Fewer phone calls to handle non-urgent, routine matters.
- > 24/7 secure access to your health information records and billing statements.
- > Receive messages from your doctor.
- > Check on lab reports or clinical results.
- > Submit prescription refill requests.
- > Update registration information.
- > Make appointment requests.

Access Our Patient Portal in 5 Easy Steps!

- 1) Go to www.FPSAZ.com
- 2) Click "Patient Portal" in the Navigation Menu.
- 3) Bookmark this webpage for future direct access.
- 4) To Register, click "Register Here" under the "Sign In" button.

Your temporary login and password are:

Login: (Your Social Security Number)

Password: (Your Last Name)

Once you've registered, simply Sign In whenever you return.

- 5) Change your Login Username and Password and keep it private.

For urgent medical matters, please contact us at 602.955.8700.

In case of a medical emergency, call 911.

Other Ways to Stay Connected with Family Practice Specialists

Find services ... Get healthcare management tips and techniques ... Keep up with exciting developments and announcements related to our practice. Here's how...

FPS ONLINE:
www.FPSAZ.com

FPS in the BLOGOSPHERE:
www.FPSAZ.com/blog



FPS on FACEBOOK:
Like Us at
facebook.com/FPSAZ



FPS on TWITTER:
Follow Us at twitter.com/FPSAZ





Convenient Pay

Family Practice Specialists is always interested in making our services more convenient. We are happy to announce a new service Convenient Pay using credit card to be held on file. Similar to hotels and car rental agencies, you will be asked for a credit card at the time you check-in for your appointment. The information will be held securely until your insurances have paid their portion and notified us of the remaining patient balance (if any). At this time, any remaining balance owed by you will be charged to your credit card, and a copy of the charge will be emailed to you.

Benefits of Credit card Contracts:

- > Make check-out easier, faster, and more efficient
- > Pay future balances and copays conveniently
- > Make payments automatically using your credit card/debit card of choice
- > Avoid writing checks to pay monthly bills by mail
- > Avoid missing payments
- > Specify a total maximum amount to be charged
- > Receive email notifications of upcoming charges and receipt

Frequently asked questions:

I've never had to do this before at any other doctor's office.

More and more doctor's offices are starting to use credit card contracts. It is not uncommon in many medical practices, imaging centers, outpatient surgical centers to require a credit card on file.

Am I being singled out? I always pay all my bills.

No -all patients are being asked to keep a credit or debit card on file. We apply this policy equally to all of our patients.

I don't have a credit card.

You are welcome to leave a HSA (Health Savings Account) or Flex Plan card on file. If you do not have either one, you can pay with cash or check for the visit in full. We understand there are legitimate reasons why you might not have a card (declared bankruptcy, maxed out, or declared unworthy of credit). If this is the case, we will work out a payment plan with you.

What will my card be used for?

- > **Copays:** When you are in the office and have set up the yearly convenient pay service you will not need to present your credit card for payment, when your card is on file.





- > **Deductibles:** Your credit card on file will be utilized to settle up any additional balances that were not credited to your account at the time of service.
- > **Coinsurance:** Your credit card on file will be utilized to settle up any additional balances that were not credited to your account at the time of service. For example, the full 10% if your insurance carrier covers 90% and 20% if your insurance carrier covers 80%.
- > **Other Balances:** If your insurance carrier assigns any additional patient responsibility amounts, we will run the credit card on file for this amount (not to exceed the credit card contract limit agreement).

What is a Deductible, and how does it affect me?

An annual deductible is the dollar amount you must pay out of pocket during the year for medical expenses before your insurance coverage begins to pay. For example, if the policy has a \$500 deductible, you must pay the first \$500 of medical expenses before the insurance company begins to pay for any services, but please check with your insurance plan for your deductible amount.

When does a deductible begin?

Most plan years begin January 1st, but please check with your insurance plan.

How will I know when my deductible has been met?

Call your insurance company at any time to check on how much of your deductible has been met; some insurance companies have this information available online. Every time you receive medical services, you will receive notification from your insurance company with how much they paid or did not pay.

Will my credit card be charged after every visit?

No, but it depends on your insurance coverage. Your card will ONLY be charged if your insurance plan indicates a patient responsibility owed for the visit.

What if I disagree with the charge?

You are responsible for any portion of services that your insurance does not cover, so it is important that you familiarize yourself with your insurance benefits. Your insurance plan is a contract between you and your insurance company, even if your employer provides it. Members typically receive their explanation of benefits prior to the provider, so if you disagree with the patient responsibility amount owed, it is your responsibility to contact your insurance carrier immediately. As we cannot know every detail to your specific plan, you are ultimately responsible for knowing what services are covered, how often, and how much of the cost is your responsibility.





What are you doing to ensure I am being charged correctly?

We do our best to verify your benefits prior to the appointment, so we make sure your visit will be covered by your insurance plan and to collect the appropriate amount owed. As such, we do our best to notify and educate the patient of any learned information from insurance that may affect the visit. However, it remains the policy holder's responsibility to know their insurance policies.

What about identity theft and privacy?

Under HIPAA, we are under strict rules and guidelines in terms of protecting patient privacy and the credit card is considered protected health information. Because of HIPAA rules, our medical office is far more secure than most retail establishments as it relates to identity theft.

I'm concerned that staff will have access to my card number.

Once the contract is established, office personnel will not have access to your card. Only the last 4 digits of your card will be viewable in our system.

Can I dispute a charge?

Establishing a credit card contract will in no way compromise your ability to dispute a charge or question your insurance company's determination of payment.

What if I have more questions?

Our staff is happy to speak with you about your account at any time.





FAQ

What is a Wellness Visit?

A Wellness Visit usually involves an annual physical. A yearly physical is highly recommended because catching any abnormality early can save time, money, and even your life.

Are Wellness Visits covered by my insurance?

A Wellness Visit is considered part of your preventive care benefits. Insurance companies want to make sure you stay healthy by being proactive. Copays do not typically cover these visits unless the plan specifically states it.

What is a Sickness Visit?

Sickness Visits are necessary when you come down with a sore throat, the flu or another sickness and you need to see a doctor to diagnose and treat it.

Are Sickness Visits covered by my insurance?

Copays usually cover Sickness Visits, but typically only the consultation—what the doctor says. What the doctor does, such as drawing blood or performing other tests, may or may not be covered. Check with your insurance company for specifics regarding what is or is not covered.

What is a D.O.?

A D.O. is a Doctor of Osteopathic Medicine.

How do D.O.s differ from M.D.s?

D.O.s take a whole body, “total person” approach to treating patients with a focus on preventative care. M.D.s concentrate on treating specific symptoms or illnesses. D.O.s have also been specially trained to perform Osteopathic Manipulation Treatment.

What is Osteopathic Manipulation Treatment (OMT)?

OMT involves the use of hands to distinctly diagnose and manage injury or illness. The goal of Osteopathic Manipulation Treatment is to encourage the body’s natural ability to heal.

How does Osteopathic Manipulation Treatment work?

After thoroughly evaluating a patient’s physical and mental health history, D.O.s then consider how those factors may be contributing to the condition in question.

How widely accepted is Osteopathic Manipulation Treatment?

Osteopathic medicine is a fast-growing segment of the United States healthcare field.

Why is it important to be aware of Diabetic Eye Care?

Diabetic eye disease is the leading cause of new blindness in the U.S. among adults aged 20-74. Too many patients fail to have their annual dilated eye exam. If you are one of them, please inquire about having this exam at our office.





Family Practice Specialists

Our family caring for yours

4350 E. Camelback Rd., Suite F100

Phoenix, AZ 85018

602.955.8700

www.FPSAZ.com

Office Hours: Monday - Friday 7am – 5pm | Saturdays - 7am – Noon

We Care for You in So Many Ways.