



FREQUENTLY ASKED QUESTIONS

What insurance plans do you accept?

We accept most leading insurance plans, including HMOs, Medicare, Medicaid and Commercial Plans, including: Clear Health Alliance, Aetna Healthcare, Humana, HealthSun Health Plans, Magellan Complete Care, Medica, Molina Healthcare, My Florida Blue, Preferred Care Partners, Simply Healthcare, Sunshine Health Plan, United Health, and WellCare Health Plans.

What if I do not have insurance?

We can help you find the appropriate healthcare coverage. If you are eligible for Medicaid we can help you apply through our affiliation with the Office of Economic Self-Sufficiency and our ACCESS centers.

Can I choose my Primary Care Physician (PCP)?

Yes, once you have chosen Community Medical Group as your healthcare provider, you can choose from our list of PCPs from any of our convenient locations.

Will I always see my PCP?

Once you have chosen a PCP you will see him or her for all regularly scheduled appointments. Should you have a medical need that requires immediate care and your doctor is not available then another qualified physician will see you.

Where can I find a list of medical centers?

Community Medical Group operates several medical centers near you. For a list of centers, use our locations tool in our website where you'll be able to search by age group, zip code and radius from your current location.

How can I get directions to a medical center?

You may call the Community Medical Group location you wish to visit for directions or use the locations tool in our website.

FAQ CONTINUED

What are the hours of operation?

Hours of operation may vary at each location, however in general hours are from 7:00 am to 5:00 pm, Monday through Friday, Saturdays from 8:00 am to 5:00 pm. Our laboratory operates from 7:00 am to 11:00 am on weekdays. See our locations link to find the hours of operation for each individual center.

What services are available at each medical center?

Each location offers one-stop service, with primary physician examinations, specialist visits, diagnostic services, laboratory services and more. For a full list of medical services, visit our services page.

Do you offer Pediatric Care?

Yes, our locations offer Pediatric Care from pediatricians and experienced health care professionals.

What should I bring to my appointment?

Please remember to bring your insurance card, identification and a list of any medications you are currently taking. If it is your first visit with us, please arrive at least 15 minutes before your scheduled appointment so you can fill out the required paperwork.

Do you allow walk-in visits?

Yes, walk-ins are always welcome. However, we do encourage you to schedule an appointment in order to avoid a long wait. To make an appointment, please call the Community Medical Group location you'd like to visit. Find the most convenient location in our website under Locations.

What kind of Social Services do you offer?

Community Medical Group is an Office of Economic Self-Sufficiency partner, which helps families in need apply for social services such as Medicaid, Food Stamps and Temporary Cash Assistance. Several of our locations also have WIC (Women, Infants and Children) offices, which provide healthy food, nutrition education and more. We can also help with Social Security referrals, referrals to Workforce, Affordable Housing and more. For more information about these services, please visit our Social Services page.