



## Frequently Asked Questions

### 1. Will the Nova Medical and Urgent Care Center locations or phone numbers change?

- No, all office locations and phone numbers will remain the same. However, please note that our fax number will change to **703.554.1101** effective May 2, 2016.

### 2. Will my primary care provider stay the same?

- You will continue to see a number of familiar, smiling faces – and some new, welcoming faces too!

The following medical providers will be available to serve your healthcare needs. Please visit [www.novamedgroup.com](http://www.novamedgroup.com) for complete biographies and additional information.

- Alicia Alden, DNP, FNP-C
- Heather Cade, MSN, FNP
- Liana Chen, MSN, FNP
- Christopher Connolly, MD
- Amanda Dickey, MSN, FNP
- Graham Dondlinger, MD
- Amish Gandhi, MD
- Sarah Giardenelli, ND, MSOM, LAc.
- Deena Hollingsworth, MSN, FNP
- Amy Johnson, RD, CDE
- Teerawong Kasiolarn, ND, MSAc. LAc.
- Grace L. Keenan, MD
- Carleigh Kessler, MSN, FNP
- Shawn Lee, MS, ACNP-BC, NP-C
- Aimee Lescault, FNP-C
- Julia Levenson, FNP-C
- Lisa K. Malloy, MD
- Marian Mitchell, DO
- Holger Noelle, MD
- Safa Osman, MD
- Hannah Phillips, MD
- Stephanie Pylypko, MD
- Nagashree Gundu Rao, MD
- Dawna Rogers, MD
- Sarah Sutton, MS, CHWC, CPT
- Minh D. Ta, MD
- Meaghan Vaughn, FNP-C
- Ran Yang, MSN, FNP

### 3. Will Urgent Care services still be available?

- Yes, walk-in urgent care services will still be available at all Nova Medical and Urgent Care offices.

Our hours will remain 8 a.m. – 8 p.m. Monday – Friday, and 8 a.m. – 5 p.m. on the weekends. For added convenience, all locations will continue to offer x-ray services.

### 4. Will you still accept my insurance?

- We will continue to participate with most major insurance plans including Medicare.

Additionally, effective May 2, 2016, we will participate with InTotal Health. We will also accept Virginia Medicaid for urgent care and dermatology visits.

Please visit [www.novamedgroup.com](http://www.novamedgroup.com) for a complete list of participating insurances.

### 5. Can I continue to pay as a self-pay patient?

- Absolutely! We will require a \$100 payment at the time of service and will bill you the remaining balance at a discounted rate following your appointment.

#### **6. Will you continue to practice in an integrative manner?**

- Yes, we are committed to optimizing your health and will continue to practice medicine in an integrative manner. Our specialty services – naturopathic medicine, acupuncture, dietary counseling, diabetes education, wellness coaching, endocrinology, and dermatology – will remain an integral part of our practice. Additionally, The Medical Spa at Nova will continue to offer fitness, bodywork and aesthetic services.

#### **7. I'm an established patient – Do I need to fill out paperwork?**

- Yes, all patients – both established and new – must complete the required Inova Medical Group forms. The good news is that this will only have to be done once!

With our new partnership, we will use the Epic electronic medical record (EMR) system. This EMR is used throughout the Inova health system to provide consistent care to patients. The required patient paperwork will allow us to scan your information into the Epic system.

#### **8. What about the patient portal – I'm already registered through Nova Medical Group – do I need a new account?**

- Yes, because we will be transitioning to the Epic EMR system, your patient portal information will change effective May 2, 2016.

You will need to establish an account with **MyChart** (<https://mychart.inova.org/mychart/>), a portal which will allow you to access and view your electronic medical record, communicate with your care team, request prescription refills, schedule appointments, and pay bills online.

If you already have an established MyChart account through another Inova facility, we have good news – your appointment scheduling and care messaging can now be completed in one place!

If you do not have a MyChart account, you will be provided with an activation code upon leaving your first visit to our practice as an Inova entity.

In the meantime, you may continue to use your existing **Healow Portal** (<https://health.eclinicalworks.com/novamedgroup>) account through May 1<sup>st</sup>.

#### **9. Who do I contact with questions regarding my patient portal account?**

- If you are having technical problems with your existing Healow Portal account, please email [portal@novamedgroup.com](mailto:portal@novamedgroup.com).

If you encounter problems with your new **MyChart** (<https://mychart.inova.org/mychart/>) account, please call 1-855-694-6682 (1-855-MYINOVA).

#### **10. Will I need to transfer my medical records?**

- There is no need to transfer your medical record. Should you need your records to be shared, you will need to fill out a release of Medical Records Form and we will happily send your medical records to you or another provider one time at no charge.

#### **11. Who do I contact for billing questions or concerns?**

- For all billing inquiries related to services prior to May 2, 2016, please contact Nova Medical Group at 703.554.1120. Outstanding payments may be mailed to Nova Medical Group's attention at 21785 Filigree Court, Suite 100, Ashburn, VA 20147.

For services rendered after May 2, 2016, please contact Inova's central billing office at 703.423.5750. **Please also note that billing statements and other patient forms following May 2<sup>nd</sup> will be sent from Inova and feature their business logo.**