peoplefirst CLINIC, PLLC

652 Bielenberg Dr, Suite 202
Woodbury, MN 55125-4480

Phone: (651) 317-3902
Fax: (949) 890-4747
info@peoplefirstmn.com

What to Expect and FAQs

Thank you for completing your forms! Our team will review them before your appointment. Here's what happens next and answers to common questions.

What happens next

- Watch for an email inviting you to our patient portal, with instructions to log in.
- If we need anything else, we'll email you.
- Questions before your appointment? Email info@peoplefirstmn.com or call (651) 317-3902.
- We respond to all requests, including refills, within 3 business days.

Scheduling

- **New appointments:** request one through Tebra (online scheduling or the patient portal). Your request is approved once your consent paperwork is complete. All required paperwork, a card on file, and your insurance information need to be in place at least 3 business days before the appointment, or it will be canceled and released to someone on the waitlist.
- **Follow-up appointments:** request one through online scheduling, call us, or email with the subject line "Appointment Request."
- **Rescheduling or canceling:** send a portal message, email, or call (651) 317-3902. Please give at least 48 business hours' notice to avoid a cancellation fee. Details are in our Financial Policy.
- **Switching between in-person and telehealth, or telehealth link questions:** call (651) 317-3902.
- **Earlier appointment:** message us or email info@peoplefirstmn.com with the subject line "Cancellation Waitlist." Earlier times aren't guaranteed.

Refills

Make sure you have a follow-up scheduled first, then check with your pharmacy. If they don't have a refill on file, ask them to fax us at (949) 890-4747, or send a request through the patient portal. Please allow up to 3 business days.

Emergency? Call 911 or call or text 988 right away, or go to the nearest emergency room. We are not an urgent care or emergency department.

Payments and insurance

- **Card on file:** our Financial Policy explains how card on file works, other ways to pay, and how to apply for a waiver or discount through our Financial Hardship & Card-on-File Waiver Application.
- **Payment plans:** available for any balance of $100 or more. Set one up in the patient portal or email info@peoplefirstmn.com.
- **Insurance changes:** upload your new card in the portal, call us, or email with the subject line "Insurance Update" before your appointment.
- **FSA/HSA cards:** these are processed like credit cards, but details aren't sent automatically to your FSA/HSA. You may need your receipt to get reimbursed.

Records, contact, and help

- **Medical records:** the fastest way is the patient portal. You can also message us and we'll send a Release of Information form.
- **Staying in touch:** keep your phone number up to date in the portal and tell us how you prefer to be contacted.
- **Portal trouble:** call (651) 317-3902 or email info@peoplefirstmn.com.
- **Who to contact:** care and medication requests, including refills, go through the patient portal. Admin and billing questions go to info@peoplefirstmn.com, where our support ticket system makes sure nothing is missed.

652 Bielenberg Dr, Suite 202
Woodbury, MN 55125-4480

Phone: (651) 317-3902
Fax: (949) 890-4747
info@peoplefirstmn.com

- **Messaging your medication provider:** PeopleFirst medication providers don't email or text patients directly, unless your provider makes an exception. Please use the portal so your request is tracked.
- **Yearly forms:** your Consent Form and Financial Policy need to be signed again every year. We'll send them to you when it's time.

Acknowledgement

☐ I have read and understand the information and instructions above. I agree to follow the recommendations provided and to contact the clinic if I have questions, concerns, or changes in my condition.

Filling out a paper or PDF copy? Please return it to info@peoplefirstmn.com.