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## Frequently Asked Questions

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### What is Direct Primary Care (DPC)?

Direct Primary Care is a membership-based clinic model. Instead of paying copays or billing insurance for each visit, members pay a simple monthly fee. Your membership includes unlimited visits and direct access to your provider.

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### How is DPC different from traditional insurance-based clinics?

- No rushed visits — longer, more meaningful appointments
  - No copays or surprise bills — membership covers all primary care visits
  - Direct access to your provider — messaging plus same- or next-day sick visits
  - Transparent pricing — discounted rates for labs, in-office testing, and procedures
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### What services are included in my membership?

- Annual physicals
- Sick visits
- Chronic disease management
- Well-child checks
- Preventive care and lifestyle support
- Virtual visits when appropriate
- Coordination of labs, imaging, and specialist referrals



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## Can I use my insurance at Simply Health?

We do not bill insurance for visits. Many members use HSA funds to pay for their monthly membership.

If you want to submit a claim, we can provide a **Superbill** for you to file an **out-of-network claim**. Coverage varies by insurance plan.

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## Do I still need health insurance?

Yes. DPC is not insurance. We recommend keeping an insurance plan for emergencies, hospitalizations, surgeries, and specialist care. Your Simply Health membership covers your primary care needs.

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## What if I need labs or imaging?

We offer deeply discounted cash-pay rates for labs and partner with affordable cash-pay imaging centers. You may also use your insurance at outside facilities—whichever is more cost-effective for you.

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## How do sick visits work?

Members can schedule sick visits at any Simply Health clinic.

- Franklin members may be seen in Columbia if more convenient.
  - Columbia members may be seen in Franklin if the Columbia office is closed or availability is better.
- Same-day or next-day appointments are typically available.
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## What ages do you see?

We care for individuals and families of all ages—from newborns to older adults.



## How do I join Simply Health?

1. Visit our website and click [“Apply for Membership.”](#)
  2. Our office will contact you with next steps.
  3. Once accepted, pay your enrollment fee and schedule your first visit.  
Our team will guide you through the entire process.
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## How do I contact Simply Health?

**Phone:** 615-657-7100

**Fax:** 615-657-7300

**Email:** [info@simplyhealthtn.com](mailto:info@simplyhealthtn.com)

**Website:** [www.simplyhealthtn.com](http://www.simplyhealthtn.com)

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