



## **ARMS SCHOOL-BASED HEALTH CENTER**

### **FAQ – Frequently Asked Questions**

#### **What are the hours of operation?**

The hours of operation are Monday through Friday, from 7:30 a.m. – 4:00 p.m. (open during lunch periods). Alabama Regional Medical Services (ARMS) will follow the Birmingham City Schools Closure and Holiday Schedule and the School-Based Health Center will be open year-round with modifications during the summer months and seasonal breaks. Additionally, for after-hours coverage, please call 205.941.4690. For medical emergencies, please call 911.

#### **Who can receive services at ARMS School-Based Health Center?**

Any student and faculty currently enrolled at the high school or children of students.

#### **Can I still go to my regular doctor's office?**

Yes. Alabama Regional Medical Services School-Based Health Center can either supplement existing services received from a student's Primary Care Provider (PCP) or serve as a student's regular health provider. ARMS School-Based Health Center offers the convenience of a doctor's visit without missing an entire day of school or requiring a parent to miss work. ARMS staff can communicate with your regular doctor to keep them informed of care delivered.

#### **How do I pay?**

Alabama Regional Medical Services School-Based Health Center accepts Medicaid, Blue Cross/Blue Shield, and most insurance plans. If you have insurance, we will directly bill your insurance company. Alabama Regional Medical Services has a Sliding Fee Discount (SFD) Program that is based on income and family size for students that don't have insurance. If you have any questions regarding the services offered, the SFD Program, and/or billing inquiries, please call 205.231.9090.

#### **How do I receive care?**

Parents/Guardians must sign and submit the consent forms for any service to be provided to a student and a copy of the insurance card is also required. Your student may come to the School-Based Health Center anytime during regular hours or an appointment can be made by calling the Health Center directly, at 205. 231.9090.