

- [What services do we provide?](#)
- [What is a Naturopathic doctor?](#)
- [What is Holistic Medicine?](#)
- [Does insurance cover your services?](#)
- [Do we bill secondary health insurance?](#)
- [Where are we located?](#)
- [What is the waiting time to get in?](#)
- [Do we do laboratory testing?](#)
- [What type of ailments do we address?](#)
- [Do we work with children?](#)
- [Do we do physicals for work or school?](#)
- [Do we have handicap accessible offices?](#)
- [Who are our practitioners?](#)
- [Can we recommend another Naturopathic doctor in another city/state?](#)
- [Can Naturopathic doctors write prescriptions?](#)
- [Are supplements covered by insurance?](#)
- [Is there an MD doctor that you would recommend?](#)
- [Where did the practitioners go to school?](#)
- [If I haven't received my insurance refund, whom do I call?](#)
- [How long does it take for my claim to be processed and receive a refund check?](#)
- [I have health insurance. Do I have to pay?](#)
- [I do not have health insurance. What are my billing options?](#)

What services do we provide?

We have two Naturopathic doctors, an acupuncturist, a registered nurse, two massage therapists, a technician, an individual/couple and child therapist who also provides hypnotherapy, a colon hydrotherapist and an energy worker.

What is a Naturopathic doctor?

Naturopathic doctors are primary care doctors. They practice holistic medicine, which treats an individual as a whole person (mind, body, and spirit). They seek to find the underlying cause of an illness and to support the body to heal itself. Their remedies include: dietary counseling, herbal remedies, Homeopathics, vitamins and mineral supplements and other natural therapies.

What is Holistic Medicine?

Holistic medicine is Naturopathic medicine that takes in consideration the spiritual nature of patients. The illness and the patients are viewed as a whole entity and treated accordingly. Most protocols involve natural healing methods and natural based organic ingredients.

Does insurance cover your services?

Most plans cover Naturopathic services. You need to call your health insurance provider and check if your particular sub-plan has alternative and/or Naturopathic health coverage.

Do we bill secondary health insurance?

Our office will do providing we have a complete insurance coverage information from you.

Where are we located?

We are located on the Chena river bank, downtown on 222 Front Street. [Click this link](#) for specific

What is the waiting time to get in?

It varies. Please call our front desk 451-7100 to check availability.

Do we do laboratory testing?

Yes we do. Call for your particular test.

What type of ailments do we address?

Naturopathic doctors are trained as family primary health care practitioners. As such they are trained to diagnose, treat and work with natural as well as conventional medical protocols. They will use latest techniques, laboratory testing and if necessary refer patients to other specialists as required on each individual case.

Do we work with children?

Yes we do. Dr. Lisa Del Alba is taking a special interest in working with children. Please call 451-7100 for availability.

Do we do physicals for work or school?

Yes we do.

Do we have handicap accessible offices?

Yes we do. There is a marked parking stall right in front of the clinic with a direct access handicapped entrance right next to it.

Who are our practitioners?

[Click here](#) for a list of our medical staff

Can we recommend another Naturopathic doctor in another city/state?

Please call our office. We will refer to other practitioners that we know of.

Can Naturopathic doctors write prescriptions?

Not at this time in Alaska. They are able however to prescribe supplements and botanicals.

Are supplements covered by insurance?

Generally speaking they are not. You should check with your health plan provider though for specific conditions.

Is there an MD doctor that you would recommend?

Please call the office. It depends on what your needs are.

Where did the practitioners go to school?

See the biographies for each practitioner. [Click this link.](#)

If I haven't received my insurance refund, whom do I call?

The first place to call would be your health insurance providers. Their phone numbers are usually listed on the back of your health insurance card. If there is a problem with your claim that it requires our input, you can call our office 451-7100 and ask for insurance billing. We will look into it and let you know what the next steps are.

How long does it take for my claim to be processed and receive a refund check?

It varies. Normally the whole process takes 3-6 weeks from the time the claim is filled with your health provider.

I have health insurance. Do I have to pay?

Our clinic is operated on a payment-at-time-of-service basis. We request that payment be made at the time of each visit. For your convenience, we will immediately file your insurance for you. This will help to insure a turn around time for payment of three to six weeks. The insurance company should pay you directly. [Click here](#) for our financial policy.

I do not have health insurance. What are my billing options?

Payment is due at the time services are rendered. We take personal checks, Master Card and Visa for your convenience. If you need to make further arrangements, please talk to our office manager.
