



## H&Ds | HIGHLIGHTS & DETAILS

**Concierge Care Benefits Included as Part of the Annual Fee: These offerings are not covered by Medicare or by other insurance plans. My practice size is smaller which allows me/my office staff to provide you with the following membership benefits:**

**Direct communication with me or my staff during business hours.** When you call my office during office hours there will be no recording to navigate only real people to take your call, with a real concern for your health and well-being. In the event that you need to leave a message, your phone calls will be returned promptly, but if you deem your problem urgent, we will make every effort to speak to you at the time of your call.

**My personal cell phone number will be provided to you.** This allows easy and direct communications for urgent medical problems that occur outside of my regular office hours. I will use my reasonable best efforts to be available to hear from you when you are ill or injured to coordinate your care. **However, for emergencies, always call 911 first.**

**Convenient email for non-urgent health issues or questions.** You will receive a prompt response from me personally (usually within 24 hours). Because email is not always secure, please use discretion when choosing topics to discuss with me via these platforms.

**Little or no office waiting room time and longer appointments.** Office visits will start promptly minimizing exposure to other patients. Appointments will generally be scheduled for at least 30 minutes. My aim is to afford you the time to thoroughly address all your questions and concerns, regardless of the reason for your visit.

**Extended office hours.** Office visits are best scheduled when the full complement of staff is available. However, should you require occasional visits outside of our usual office hours, we will certainly do our best to reasonably accommodate you.

**Strong focus on preventive medicine and long-term health and wellness.** As part of my commitment to your long-term health and wellness, my philosophy is to educate you about the importance of fitness, weight management and healthy living. In addition to the cutting edge 21-century approaches I already offer through my practice; I will assist you in identifying and evaluating wellness providers and offerings. This will support your effort to take an active role in managing and maintaining your good health.

**Personalized hospital care.** Should you need to be hospitalized, I will make myself available when I can to communicate with you and to serve as an advocate on your behalf, even when you are admitted to a facility at which I do not have privileges or where I am not your attending physician. If you wish, unless hospital policy or protocol does not allow, I will do what I reasonably can to remain involved in your care, including by making courtesy visits and/or communicating with the hospitalists or other attending physicians who are providing services to you.

**Enhanced Coordination.** With a smaller, more patient-focused practice, there will be ample time to coordinate care with your primary care physician and other specialists.

**Telephone consultations and long-distance care.** Whether you are on a brief vacation, living some of the year in a second residence, or otherwise unable to come to the office, I will offer a phone consultation as determined on a case-by-case basis, at my discretion and subject to applicable state law requirements. However, if in my judgment you need to be seen by a local physician, you will be encouraged by me to seek medical attention. We will communicate with you directly, as well as with your treating physician as needed, to support the coordination of your care on health issues that may arise.

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**Quarterly newsletter on topics relevant to your health and well-being.** I will provide seasonal newsletters on medical subjects of interest.

## **My Staff**

My staff is an important part of your experience with my office. They not only have the expertise to advocate on your behalf, but they also will assist you in navigating through other aspects of the medical community when necessary.

## **Insurance Information**

### **Commercial Insurance Patients**

Office visit charges are not included in your annual fee. I intend to remain an in-network provider for Blue Cross Blue Shield (BCBS) commercial insurance products for employed patients. I will bill BCBS for all covered services and patients will be responsible for deductibles, co-pays and exclusions in accordance with individual plan guidelines. For all out of network commercial insurances, the patient pays at the time of the visit and we will submit to your insurance. If a refund is due, we will issue a refund. You will be responsible for any co-pays, deductibles and exclusions in accordance with individual insurance plan guidelines. It is my intention that no insurance-covered medical services are included in your annual fee.

### **Medicare Patients**

I will submit claims to Medicare and to your supplemental insurance on your behalf for Medicare-covered services. Patients will be responsible for deductibles, co-pays and exclusions in accordance with individual insurance plan guidelines. The annual membership fee is intended to only include services as described herein that are not covered by Medicare and will not be paid for or reimbursed by Medicare.

### **Annual Fees**

Please see the Membership Agreement form for annual fees and instructions.