



John Bordiuk, MD



Amy Sheiber, NP

## Enhanced Concierge Care Benefits Included as Part of the Annual Fee

**These offerings are not covered by Medicare or by other insurance plans. Our practice size is smaller which allows us to provide you with the following membership benefits:**

**Direct communication to us during business hours.** When you call our 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 call will be returned promptly. If you deem your problem *"urgent"* we will make every effort to speak to you at the time of your call.

**Dr. Bordiuk's personal cell phone number will be provided to you.** This allows easy and direct communications for urgent medical problems that occur outside of 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. ***For emergencies, however, always call 911 first.***

**Little or no office waiting room time, and longer appointments.** Due to our smaller patient panel, with the exception of your comprehensive annual health assessment, most office visits will be available on short notice, at your request, even for minor or non-urgent medical problems, regardless of medical necessity.

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

**Strong focus on patient-centered, holistic primary care.** As integrative and functional medicine practitioners, we offer both traditional and functional medicine, based on each person's individual needs, to help patients reach and maintain optimal health and vitality. All factors that influence your health and wellness will be taken into consideration, including body, mind and spirit.

**Personalized hospital care.** If you are hospitalized, we will make ourselves available when we can to communicate with you and to serve as an advocate on your behalf. If you wish, unless hospital policy or protocol does not allow, we will do what we reasonably can to remain involved in your care by communicating with the hospitalists and attending physicians who are providing services to you.

**Adult dependent children of members are welcome.** If a parent opts to join our personalized care practice, we will be happy to care for his/her adult dependent children between the ages of 18 up to 26 at a significantly reduced membership fee.

**Telemedicine for virtual visits and long-distance care.** If you are on vacation or living some of the year in a second residence, a virtual consultation will be offered. If in our judgment you need to be seen by a local physician, you'll be encouraged by us 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 and health issues that may arise.

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

# H&Ds

## Comprehensive Annual Health Assessment

In our ongoing efforts to assist you in adopting and maintaining a healthy lifestyle and optimizing your quality of life, you will be encouraged to schedule a comprehensive annual health assessment, regardless of condition or necessity, each year. It will include a thorough examination and an appropriate array of screening tests based on age, health status and risk factors. There is no one-size-fits-all approach when it comes to prevention and treatment. Depending on your particular health situation, additional tests/services (such as blood tests, a colonoscopy, mammogram, acupuncture, etc.) may be recommended. These will be billed by the performing entity, and you or your insurer will be responsible for payment of these tests. We will use the results of our exam to help you develop a plan for the year to improve health and fitness and to address any new or existing health goals. We will also spend time discussing Integrative Medicine therapies that may be appropriate and effective for you. Every patient is advised to have an annual evaluation.

The membership fee does not apply to the Welcome to Medicare assessment or to the Annual Wellness Visit. Portions of this comprehensive annual health assessment and associated tests may be “covered” services under Medicare and other commercial insurance plans and will be billed accordingly. The annual membership fee applies only to non-covered components of the comprehensive annual health assessment.

## Our Staff

Our staff is an important part of your experience. They not only have the expertise to advocate on your behalf but 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.** We intend to remain an in-network provider for many PPO and HMO insurance plans. We will bill insurance for all covered services; patients will be responsible for deductibles, co-pays and exclusions in accordance with individual insurance plan guidelines. It is our intention that no insurance-covered medical services are included in your annual fee.

As medically indicated, we will make it a priority to refer you to in-network physicians for any necessary consultations and to in-network facilities for diagnostic tests and hospitalizations. Any services rendered by these physicians or facilities will be billed by the performing entity.

### Medicare Patients

We will continue to submit claims to Medicare and to your supplemental insurance on your behalf. 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 & Instructions

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

