



*John Bordiuk, MD
Amy Sheiber, NP*



What is the mission of your practice?

Our goal is to provide the highest-quality medical care with an emphasis on traditional primary care and integrative medicine. Our fully blended model provides a proactive, comprehensive approach to both disease prevention and wellness. We strive to provide excellence in care that is both compassionate and truly patient-focused. From the moment you call our office, we want you to be completely satisfied with every aspect of your care.

How is a concierge medical practice different from a traditional medical practice?

In order to devote more time to each patient's care and individual needs, we have intentionally limited the size of our practice. We also offer certain non-covered amenities and benefits designed to personalize and enhance the integrative healthcare experience. In-office appointments will start promptly, with little or no waiting time; virtual visits via telemedicine are offered as an option upon patient request. This practice model also enables us to schedule longer patient appointments (approximately 30 minutes for office visits and approximately 60 minutes for the comprehensive annual health assessment). We'll have more time to thoughtfully address wellness and longevity with traditional, functional and integrative medicine. If an issue requires extra time for evaluation or discussion, we will accommodate you to the best of our ability. Also, after hours for urgent issues, you will be able to contact Dr. Bordiuk on his personal cell phone, making it easier than ever to communicate.

What services are provided as a part of my annual fee?

Please see the Highlights & Details document for a complete list of amenities and benefits provided to our personalized care patients. Your annual fee pays for those non-clinical, non-covered services. Professional services that are covered by Medicare or a commercial insurance plan will be billed separately, and you will continue to be responsible for any applicable co-pays or deductibles relating to those services.

Where is your personalized integrative care practice located?

Our office is located at 65 Walnut Street, Suite 380, Wellesley, MA 02481.

At which hospital are you on staff?

All the local hospitals now utilize hospitalists. Dr. Bordiuk has a working relationship with the hospitalists at Newton Wellesley Hospital.

Who will cover for you when you are not available?

Our goal is to be available to our patients 24 hours a day, 7 days a week. However, there will be occasions when one of us is out of town or otherwise unavailable. In these situations, Dr. Bordiuk and Amy Sheiber, NP will cover for each other should one be unavailable.

Do I still need health insurance if I enroll with you?

Yes. Your annual fee only pays for the non-clinical, non-covered amenities and benefits that are described in the Highlights & Details document. Neither the fee nor the amenities take the place of general health insurance coverage. You are advised to continue your Medicare or other health insurance program coverage.

Will you be a provider on my insurance plan?

We intend to remain an in-network provider for many major PPO and HMO insurance plans and will bill your insurance directly for professional services that are covered by those plans. (Professional services are not covered by your annual fee.) If the terms of your insurance plan require a co-pay, we are obligated to request payment at the time of service. Even if we are not a provider for your insurance plan, we will attempt to refer you to in-network physicians for any necessary consultations and to in-network facilities for diagnostic tests and hospitalizations as medically indicated. Those services will likely be covered by your insurance plan.

Will you be a participating provider for Medicare?

Yes. Our office will file your claims with Medicare as well as with your supplemental insurer on your behalf, as required by law. Office visit fees that are not reimbursed by insurance will be the responsibility of the patient.

Will my private insurance or Medicare reimburse my annual fee?

No. The annual fee is not covered by your private insurance or by Medicare.

FAQs

Is the annual fee tax deductible or reimbursable through my HSA or FSA?

In some instances, the annual fee, or part of the fee, may be payable through your HSA. You are advised to consult with your HSA or FSA plan administrator, employer, HR representative or tax adviser to clarify qualification in your particular circumstance.

What are my annual fee payment options?

Your annual fee may be paid in full by check to: John Bordiuk Consulting LLC or may be paid annually, semiannually or quarterly by credit card. If you opt to pay by credit card, the first payment will be charged to the credit card you indicate on your Membership Agreement Form *upon receipt of your executed Membership Agreement Form*. The remaining balance of your annual membership/enrollment fee (if any) will be charged automatically to your credit card in installments after your start date, accordingly. Until we hear otherwise, payments will be processed continually.

What about labs, X-rays, specialists' fees and hospitalization?

All medical procedures and services, whether performed in our office or by other providers or health care facilities, will be billed by the performing physician and/or entity.

Will I be required to pay my annual fee even if I do not use your services?

Yes. Paying your annual fee allows you to be a member of our practice and to be in touch with us whether you are sick or well. We strongly encourage you to utilize the benefits offered, regardless of your state of health, to proactively safeguard your well-being.

What happens if I move out of the area and need to terminate after I enroll?

Your membership agreement can be terminated upon 30 days' written notice to our practice. If you move or wish to secure a new physician, the annual fee will be refunded on a prorated basis.

What if I have an emergency?

Please know that you can contact us at any time. However, if you have a life-threatening emergency, **call 911 immediately**. You can then call us or ask the hospital personnel to contact us so we may assist in your care. If you have a non-urgent problem, feel free to contact us first.

What should I do if I become ill while traveling or away on an extended vacation?

If the problem is minor, call us first. However, if you have a life-threatening emergency, **call 911 immediately** – then you can call us. With the exception of controlled substances, we will seek to accommodate your prescription requests if state/local law allows. If you seek care at an emergency room or urgent care center out of our area, you should feel free to ask the doctor seeing you to call us for coordination of your care. If you should require hospitalization while away, at your request, we will attempt to establish regular phone communication with you and your attending physician(s) to ensure continuity of care.

What if I need to see a specialist or a surgeon?

Should you request, we are available to help you decide which specialist to see and to coordinate such consultations. This will ensure the most appropriate resource is used, the earliest arrangements are made, and your applicable medical information is sent in advance of your specialist visit.

What if I have questions about my concierge enrollment or membership?

Please call our *Membership Information Line* at (781) 304-8074 to be connected with Specialdocs Consultants, LLC, the outstanding company long respected for its expertise in membership medicine, who assists with the membership aspect of our practice. They can help answer your questions related to enrollment, membership billing and renewals.

