

**Ann L. Mai, M.D.**  
**Diplomate, American Board of Internal Medicine**

4950 Barranca Parkway, Suite 207

Irvine, California 92604

Phone (949) 262-9700 - (949) 262-0700 Fax

www.annmaimd.com

info@annmaimd.com

**To Prospective and/or Our Valued Patients as of September 15, 2018:**

You are likely aware of the many changes that have developed over recent years to the practice of medicine. Our practice has been forced to absorb increased requirements and demands from the insurance industry that have led us to make a significant change to our practice model so we may be able to continue to offer the highest quality care possible.

We are inviting you to participate in one of our new practice models. Dating back to **October 2015**, we have been offering our patients a **Direct Primary Care** program or a **Full Concierge** program to our non-HMO patients (this includes PPO plans, Medicare and cash-paying patients). HMO patients' access to our office will remain unchanged.

These changes have allowed us to offer improved access to same-day or next-day appointments, and longer visits when needed. The large number of patients in a traditional practice is reduced in this new model - so now you have Dr. Mai and our staff on a more personalized level! The **Direct Primary Care** program includes (but not inclusive of) all of the clerical fees we have previously assessed for such as medication prior authorizations, various forms, lost/misplaced orders, refills, prescriptions called in without a visit (when reasonable), e-mail access to the doctor, etc...

Our **Full Concierge** patients will benefit from enhanced communication directly with the doctor, personalized coordination of specialty referrals and hospital care, and an annual physical exam that will include nutritional counseling. Patients in our **Full Concierge** program will have FaceTime or Skype access to the doctor if they are unable to come to the office plus mobile phlebotomy services once a year!

If you are receiving this letter as an existing patient of Dr. Mai's, we ask that you decide on this offer within 30 (thirty days). Please feel free to contact us if you have any questions. We look forward to your participation and the privilege of providing you the best healthcare possible!

Sincerely,

*Ann L. Mai, M.D., Staff & Affiliated Providers*

## **Frequently Asked Questions**

**What is the annual fee as of September 15, 2018?** The current annual fee for the Direct Primary Care is \$500 for all ages. The Full Concierge annual fee is \$2,500 for all ages. Fees are subject to change without notice.

**What does this fee cover?** The Direct Primary Care fee covers all of our previously assessed fees including medication prior authorizations, forms, lost orders as well as recently mandated forms for imaging and physical therapy prior authorizations. It covers services that are not reimbursed by insurance.

**I am an existing patient, what will happen to me?** As an existing patient, you will be offered the first chance to sign up for membership, before any outside or new patients are enrolled. Enrollment to both programs will be limited. Signing up to be a member of the practice requires a patient application and agreement form.

**What happens if I do not want to join?** ENROLLMENT IS VOLUNTARY, however, if you choose not to join, your health care will be transferred over to a medical provider of your choice, along with your medical records, with written consent to transfer your records. There will be a \$35 charge to transfer records.

**If I sign up with you, do I still need medical insurance?** Yes, you still need to carry insurance and we will continue to bill your medical insurance. Your normal co-payments and/or deductibles will continue to apply. This membership fee IS NOT A SUBSTITUTE FOR INSURANCE and cannot be billed to medical insurance. This fee is NOT YOUR DEDUCTIBLE.

**How do I get a patient application and agreement form?** Go to [www.annmaid.com](http://www.annmaid.com) and download the form or pick one up from our office directly. You can fill out the form, scan it in and email it back to us too!

**What are my payment options?** You may pay by cash, check, credit card, or PayPal (a link is on our website or can be sent to you). Full payment is due with the application, and will be billed annually. If we have your credit card information on file, it will be used for annual payments going forward unless you notify us otherwise. Visit [www.annmaid.com](http://www.annmaid.com) to pay at your convenience.

**Is the annual fee tax-deductible?** If you have an HSA (health savings account) you may be able to receive reimbursement for your annual payment. Please talk to your tax advisor and/or employer about this.

**What are main the differences between the \$2500 fee vs the lower-fee programs?** Our \$2500 patients have more prioritized access to Dr. Mai - direct access to her cell phone, email and extended office hours. More details can be discussed with the doctor directly.