

ANN L. MAI, M.D.

Internal Medicine

4950 Barranca Parkway, Suite 207

Irvine, California 92604

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

www.annmaimd.com drmai@drannmai.com

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To Our Valued Patients:

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. Starting January 1, 2016 we are offering a **Direct Primary Care** program and a **Full Concierge** program to our non-HMO patients (this includes PPO plans, Medicare and cash paying patients).

These changes will allow us to offer improved access for same-day or next-day appointments, and longer visits when needed. The **Direct Primary Care** program includes all of the fees we have previously assessed such as medication prior authorization fees, form fees, lost order fees as well as e-mail access to their doctor. Our **Full Concierge** patients will benefit from enhanced communication directly with their doctor, personalized coordination of specialty referrals and hospital care, and a unique personalized annual physical exam that will include nutritional counseling. Patients in our **Full Concierge** program will have FaceTime or Skype access to their doctor if they are unable to come to the office.

We ask that you decide on this offer within 30 days after your visit. Please feel free to contact us if you have any questions. If you choose not to participate, we will forward copies of your medical records to a new provider.

We look forward to your participation and the privilege of continuing to provide you the best healthcare possible.

Sincerely,

Ann L. Mai, M.D. and Affiliated Providers
Diplomate, American Board of Internal Medicine

Frequently Asked Questions

What is the annual fee? The current annual fee for the Direct Primary Care is \$300 for age 29 and under, \$400 for ages 30-49 and \$500 for age 50 and up. The Full Concierge annual fee is \$2,000. Fees are subject to change.

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. The **Full Concierge Fee** includes all of the above AND adds access to Dr. Mai via personal cell phone contact (calls and texting), email and personalized coordination of specialty referrals and hospital care, and a unique personalized annual physical exam that will include nutritional counseling. Patients in the **Full Concierge** program will have FaceTime or Skype visits if they are unable to come to the office.

The fee covers services that are NOT reimbursed by insurance. Please note that this fee DOES NOT apply to your deductible, co-payment, co-insurance or insurance premium. This fee is NOT your primary insurance coverage.

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 as well as the payment of the annual fee listed above.

What happens if I do not want to join? If you choose not to join, your health care will be transferred over to a doctor of your choice, along with your medical records, providing there is written consent to transfer your records. There will be a \$35 charge, as record copying is outsourced to a third party vendor.

If I sign up with you, do I still need medical insurance? Yes, you still need insurance, as we will continue to bill your medical insurance. Your normal co-payments, co-insurance and deductibles apply. A private membership / concierge practice is NOT a substitute for medical insurance, and cannot be billed to medical insurance. The membership fee covers services that are NOT reimbursed by insurance.

How do I get a patient application and agreement form? Go to www.annmaid.com to download the forms. You can also call our office at (949) 262-9700.

What are my payment options? You can pay by check or credit card. 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.

Is the annual fee tax deductible? If your company has an HSA you may be able to receive reimbursement for your annual payment. Please talk to your tax advisor and/or employer about this.