

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