



March 13, 2020

Dear

**I am writing to invite you to consider enrolling in our concierge medical service plan through November 31, 2020.** This plan remains by invitation only and we continue to limit the number of patients who receive this expanded care option.

This special program is personalized for your health care needs and allows you to continue with the style of health care we trust you have enjoyed. Enrollment ensures uninterrupted direct access 24 X 7, a major feature of the program as well as a personalized, coordinated and managed, intimate doctor-patient relationship. There are many changes anticipated in health care that will reduce the availability and access to prompt and high-level medical care.

These concierge services are listed below and many which are **NOT** covered by health care insurance.

**URGENT AFTER HOUR SERVICES:** You will have direct 24-hour availability via cellular phone, text, personal e-mail, even when you are in different time zones or when I am not in the office. These services are not to be used for routine communications such as prescription refills, office appointments, and lab results. If you are hospitalized or in the emergency room, we will coordinate your care and ensure smooth transition to outpatient care. **Expedient and direct 24-hour availability when I am not normally available or on call for the group is a pivotal feature of this program and a significant valuable proposition for this offering. The program offers expanded access to discuss any result from testing directly without the need for an appointment.**

**COORDINATED AND MANAGED CARE:** Your care will be coordinated and managed within the health care system wherever you are and whenever you need it. Coordination and management of all your physicians is designed to reduce redundancy and ensures that your health care providers are accountable to your best interest and consistent with a unified health care strategy designed for your personal situation. Simply stated: we act as “captain managers” of your health care.

**INSURANCE COVERAGE:** We work diligently to be sure that your insurance covers your care and will assist with denial of reimbursement for care or medications.

**SECURE ELECTRONIC RECORDS:** The smart phone and computer application “My CS-Link” contains your entire medical history including the ability to refill medications. Gone are the days of redundant labs and unneeded testing with physicians acting with incomplete information. Your medical records are also securely available to most consultants and major medical centers throughout the region and country. Also, we offer state-of-the-art technology that remotely monitors your heart rate, blood pressure, 6 lead electrocardiogram, oxygen saturation, glucose and additional parameters. These physiological measures are directly sent into your electronic record.

**EXTENDED OFFICE VISITS WITH MINIMAL WAITING:** The length of your visit is based on need and not based on the reimbursement limits of your insurance. We will make our very best efforts to ensure you have a minimal waiting time for scheduled visits. We waive miss appointment and late cancellation appointment fees.

**PRIORITY OR SAME DAY VISITS:** You will be seen when requested as feasible and even with little notice.

**ACCESS TO REPLACE VISITS:** In the concierge program, you may replace office visits with extended phone communication or electronic and video communications. This is of value if you must travel distances for office appointments or have a burdened schedule or are out of the area extensively.

**REFERRALS TO LIKE MINDED CONSULTANTS:** We recommend only the highest quality specialists that are personally chosen for your unique situation. When requested we will arrange for appointments to bypass any delays. Current reimbursement model are disincentives for this type of communication on your behalf while in the concierge program such communications occur routinely. We use the best consultants in the region or nationwide without limitations to local facilities.

**PREVENTIVE CARE PLANNING AND HEALTH STRATEGY IMPLEMENTATION:** We perform comprehensive cardiac and internal medicine wellness exam, as well as risk screening and routine testing that is recommended by the established best "evidence base". This may occur with each visit or on an annual visit dedicated to preventative health care.

**PRIORITY ACCESS TO CUTTING EDGE MEDICAL TECHNOLOGY:** As a member of the concierge plan you will have immediate access to the most advanced diagnostic tools and therapies that can diagnose disease before events and receive treatments available normally only at major research centers. For details see the Cardiovascular Research Foundation web site: [www.cvrf.net](http://www.cvrf.net). You will be the first to learn about these cutting-edge diagnostic tools, treatments and procedures.

**COMPLETION OF FORMS. PETITIONING FOR NON-FORMULARY DRUGS AND SCHEDULED II MEDICATIONS:** Letters and special reports, for example insurance, motor vehicle, government etc. are expedited for you and performed efficiently and expeditiously without additional charges. We will assist you with refusal of your insurance to pay for medications.

**SPECIAL REQUESTS:** We will make our best effort to accommodate special requests depending on your service plan which may include: attendance during an offsite consultation with another physician or institution, home visits and travel. (Additional charges may apply.)

This service should not be confused with the more limited CVMG ADMINISTRATIVE of \$500 fee which we ask all our patients to voluntarily pay. Your fee for 2020 has been personalized for you, replaces the CVMG Administrative and is based on the complexity of your situation and the anticipated need for services related to your condition.

*The fee depends on utilization and on rare circumstances may be adjusted during the year.* If you choose to leave the program, a refund will be prorated by the months not used. When you receive services in the office your insurance will still be billed and your co pay and deductible responsibilities still apply. We continue to honor the discounted rates that are negotiated by your insurance including Medicare. Please keep in mind, many offices no longer accept insurance due to these drastically discounted reimbursements.

**Please find your proposed fee in the attached invoice.**

Your decision to join this program will not affect our relationship adversely. We understand that many are not in the position to afford these uniquely personal services that go beyond what insurance covers. Finally, we remain dedicated to providing the highest standard of care to all our patients including those not in this program.

Sincerely,



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