

## Frequently Asked Questions – Direct Primary Care Access

### What is the Annual Fee?

The current Annual Fee for the Direct Primary Care Access Program is \$500 for Individuals 18 and older, \$350 for College Students up to 26 years old, and \$250 for Individuals under 18 years old. (Based on your age on January 1<sup>st</sup> of the enrolled year) Fees are subject to change.

### What Does the Annual Fee Cover?

- An annual one-hour comprehensive physical with Dr. Long.
- Consultation by phone or NextMD patient portal email as medically appropriate.
- Most of your appointments will be with Dr. Long rather than with one of our team of Physician Assistants, PAs.
- Refills of ADHD, ADD, or other controlled substances that are medically indicated with limited appointments rather than monthly.
- All previously assessed fees for: medication prior authorizations, lost orders, recently mandated forms for imaging, and physical therapy prior authorizations, employer forms.
- Referrals and follow-up of specialists' care, hospital and ancillary care

### If I Sign-up, will I Still Need Insurance?

Yes, you still need insurance, as we will continue to bill your medical insurance. Your normal co-payments apply, as well as your deductibles, etc. Your labs, imaging, specialist consults, in-office procedures, vaccines, and medications are managed through your insurance just as before and will continue to require you to verify if they are covered and where you are best covered for any of these services. This private membership to Direct Primary Care Access is not a substitute for insurance and cannot be billed to medical insurance.

### How do I Enroll, and How do I Pay?

1. You will need to read and sign the Patient Application and Agreement Form and mail it back to us at: Irvine Family Care, 4870 Barranca Parkway, Suite 350, Irvine, CA 92604. *To provide the level of service that Direct Access offers, requires that enrollment be limited. Once that limit is reached, no further applications will be accepted. Thus, you will want to reply ASAP.*

2. We will notify you of your acceptance or not via the NextMD.com Patient Portal email on November 30<sup>th</sup>. If you have not heard from us by December 2nd, please call my office.

3. You will receive an invoice by NextMD email and by US Mail the last week of December 2019. The invoice will give you instructions on how to pay by credit card through NextMD.com Patient Portal.

4. **To complete your enrollment you will need to provide full payment between January 1, 2020 and January 16, 2020. If payment is not received by January 16, 2020, your enrollment will be forfeited.** You will then need to wait until I am able to open my practice to new members at some time in the future, but this is not guaranteed.

5. For your convenience, once we have your credit card information on file, it will be used for making automatic Annual Payments going forward, unless you notify us otherwise.

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### **Where Can I Get Copies of the Forms?**

Go to our website [irvinefamilycare.com](http://irvinefamilycare.com)

Under Patient forms and Direct Primary Care Access you can download the Letter, Patient Application and Agreement, and the FAQ Sheet.

### **What if I am already a GNP- HMO Patient or switch to a GNP- HMO commercial or GNP HMO-Senior Medicare Advantage Plan (GNP-HMO-MADP)?**

HMO patients are not part of the Direct Primary Care Access Program.

If you are currently my patient and you switch to a GNP-HMO commercial or a GNP-HMO Medicare Advantage Plan, and the plan administrator or plan choice information states that:

“Dr. Sheryl Miller Long is Closed” for your PCP election, please let them know you are my established, existing or continuing patient, depending on how that plan refers to a longstanding doctor-patient relationship. If they still try to prevent you from signing up or remaining with me as my longstanding patient, please advise your plan administrator or the member services staff to call my office at (949) 417-9820. My office staff will confirm your status and that I am accepting you as an existing or established patient.

If you have any questions about GNP commercial HMO or GNP Senior HMO-Medicare Advantage plans, please call Matt McGuirk at (949) 429-9849. We have found him to be a very informed and expert insurance agent who can help you understand the complexities of the coverage and benefits of insurance carriers, their various types of plans, and Medicare.