



FAQ

Direct Primary Care

What is holistic/functional medicine?

The term holistic means consideration of the "whole" person in the management and prevention of disease. Mind and body are integrated and inseparable. Functional medicine refers to an approach that focuses on identifying and addressing the root causes of disease. So, our approach at AVH is to consider all facets of the individual while searching for root causes of symptoms. We aim to use natural treatments when possible, building on a base of nutrition and lifestyle management. We think of nutrition and lifestyle (movement, stress management, sleep, enjoyment of life) as the foundation of a building. Without a solid foundation, the building will crumble no matter what materials you use to construct it.

What is the Direct Primary Care (DPC) model?

Direct Primary Care is an innovative alternative payment model that allows patients unprecedented access to their primary care provider for a simple, flat, affordable monthly fee, usually less than the average cell phone bill. This model allows patients and providers the time they need to address issues and create a trusting and enduring therapeutic relationship. It allows for the use of technology and telemedicine to ensure patients have access to care in whatever manner is most convenient for them.

Do you accept insurance?

As a direct primary care clinic, we do not accept insurance. This allows us to practice unencumbered by the restrictions imposed by insurance companies, and provide the best and most comprehensive care possible. We do partner with Liberty Healthshare, which is a cost-sharing community that functions much like insurance, which reimburses a portion of the monthly membership fee.

What is the best kind of insurance to have with a membership plan?

The types of insurance that work best with direct primary care are high deductible or indemnity plans, or cost-sharing communities such as Liberty Healthshare. This way all your primary care needs are covered through Arbor Vitae, and you still have

coverage if you need it for imaging, labs, emergency visits, hospitalizations, etc. In the case of a high deductible plan, you can choose a plan with an HSA/FSA and use that to pay the monthly fees.

What does it cost to be a patient, and what does it include?

Membership fees are simple. Individuals are \$75/mo up to 2 people, one adult + one child (<18 yrs old) is \$125/mo, and families (3 or more) are \$150/mo. There is a one time registration fee of \$75 per individual or \$150 per family, that is refundable after 6 months of continued membership. You must sign on for a minimum of 3 months.

Services included in membership (no deductibles, no copays):

Annual exams and wellness visits, including PAPs

Sick visits

Chronic disease management from a holistic/functional medicine perspective

In-office testing such as strep and urinalysis

Basic labs included for those without insurance coverage to include CBC, CMP, TSH, lipids, HgbA1c. For insured patients, the lab will submit to your insurance.

Basic wound care

Joint injections when indicated

Benefits:

Access to your provider after hours and weekends for urgent needs via email, text, video chat, or phone

30-60 minute visits - no more being rushed out the door

Same day and next day appointments

Home visits when needed

Little to no wait time

How does it work when the provider goes on vacation?

Provider vacations are scheduled in advance so that patients may be given as much notice as possible, and regularly scheduled visits or non-urgent issues can be taken care of in advance. For urgent issues, the provider will still be available by phone, video chat, email or text, and many things can be taken care of in this manner. For problems that arise that require urgent face-to-face evaluation or are emergent, you will be referred to the nearest urgent care or emergency department as appropriate.

If I don't want to become a member, can I pay per visit?

Non-members can visit the clinic once per year for acute care needs (sick visits) or simple visits such as chronic medication refills for \$99 per visit, not including labs or other services. Sports/school/work physicals are offered at \$50 a visit. See below for per-visit fees for functional medicine, bioidentical hormone, and weight loss visits.

What ages do you see?

We currently accept patients ages 18 months and up.

Do you give vaccines?

We do not carry vaccines in our office. We can refer you to Minute Clinic or urgent cares that administer vaccines if you require these services.

Do you prescribe regular medications?

Yes, we prescribe regular medications when needed. Although our aim is to use natural treatments when possible, we value and utilize conventional medicine when appropriate.

Other services

Bioidentical hormone (Bhrt) initial visit - \$300

Bhrt follow up visit - \$150

Weight loss - \$300 for 30 day plan. Includes initial consultation with supplements. \$450 to include 3 weekly visits and ongoing support.

Functional medicine (FM) initial visit - \$300

FM follow up visit - \$150

These are visit fees and do not include labs.

How do I know if AVH is the right choice for me?

We offer free 15 minute consultations in which you can meet the provider and get all your questions answered before deciding to proceed with membership or book an appointment. We are a relationship-based practice, and as such want to ensure that everything is a good fit before embarking on this journey of health together.