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### **Concierge Tier 2 Contract**

As a member of Dr. Trombley's Tier 2 Concierge medical practice, we are honored to have you enrolled in this rapidly growing medical care concept. Dr. Trombley's goal is to remove the highly bureaucratic and impersonal aspect of today's healthcare system by providing personalized patient care in a manner that bonds the doctor and his patient into a relationship that some describe as "returning to the Traditional Family Doctor" concept.

#### **Practice's General Statement**

Concierge Medical Care, or Direct Primary Care, has been around since 1996 but is relatively new to Alaska. It is quite popular in the Lower 48, with most physicians who have these types of practices acquiring long waiting lists of patients who wish to be admitted into their practice. Dr. Trombley is the first Family Physician to do this in Alaska and a few other physicians have since followed suit. It works well with those physicians doing Internal Medicine or Family Practice. This type of practice limits the number of patients so that the doctor can provide high quality, personalized, medical care to those patients who become part of that physician's patient panel.

In today's medical and insurance environment, patients can become lost in the menagerie of paperwork, quotas, insurance networks, time constraints on office visits, and who they are seeing-whether it is an M.D., P.A. or N.P. Often there is no guarantee to the patient that they will be having their follow-up with the same provider, etc., etc. Concierge Medicine, or Direct Patient Care, puts all of that aside. Some people liken it to the "old days" when one had a family physician who knew you and your family personally. Dr. Trombley is your physician. He gets to know you as a person. He gets to know your health issues and concerns.

As a member of his patient panel you will have 24/7 access to him for health care related issues, even after office hours. Many times, your concerns can be handled with a phone call, with no loss of time from your work or other activities for having to make a trip to the physician's office. This is possible because of the limited number of patients admitted into the practice. If a doctor visit is necessary, it is timely, as well as an extended visit of 30 to 45 minutes, allowing time for questions and counseling.

#### **Scope of Practice:**

This practice model provides a limited number of patients to have direct access to their doctor for medical care and consultation. It allows patients the free choice of their physician, ability to see the doctor when they need to without the concerns as to immediate cash availability to pay since they have already paid a set amount for that unique medical care. Procedures that are provided by the doctor and needed by the patient may be done based on need, not finances. Money for the office visit portion is not exchanged at the time of the visit for the members, unless as stated in

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the services provided, thus allowing the doctor and patient to concentrate on medical needs without distractions. Patients will be responsible for paying at the time of the visit for labs and procedures performed by Dr. Trombley's office. Items performed by other providers will be billed according to their own procedures. Pre-payment allows the patient to budget their medical costs for the year. It provides for the doctor to be less hurried in dealing with the patient since the doctor has chosen to be available to a set number of individuals or families. The office visit is more relaxed for both the doctor and the patient. 24/7 access using modern technological tools allows the doctor more freedom to spend with his own family and personal needs while still being available to assist the patient with their medical needs. This allows mutually agreeable office appointment times, 24/7 access to the doctor via phone/e-mail/Skype/face-time consultations during times outside of the physician's regular office hours and it allows for longer appointment times. This office is able to send you, the patient, copies of medical records, lab results, billing information, and other communications between you and this office. As part of being a patient at this office, when you sign for permission to treat you, you are also giving us permission to communicate to you by email, cell phone, texting or other forms of technology, some of which may not be over secure channels.

I authorize Alaska Private Practice to send emails or texts which may include unencrypted protected health information.

**Cancellation Fee / No-Show Fee of \$50.00 or more.**

It is your responsibility to remember your appointment and arrive in a timely manner. With today's technology, it is always possible to call at anytime from anywhere and leave a message or talk with us should something come up that causes you to be late or have to reschedule your appointment. If you can't make an appointment, you must notify us before your appointment time, otherwise a \$50.00 cancellation / no-show fee will be applied to your account. This fee will be paid prior to your being seen at your next appointment. You, as an individual, are responsible for paying the fee, not your insurance company. Thank you for your courtesy and thoughtfulness about others who want that appointment time.

Laboratory studies, X-rays, CTs, MRIs, and similar procedures provided outside the office may still be billed to either the patient's insurance or to Medicare as per usual. Certain labs, etc. will be provided within the doctor's office. In the doctor's quest to stay in the forefront of medicine, we will offer specialized testing to our patients including cardiovascular screening, genetic testing, nutritional testing and weight loss management. The use of electronic health records allows the doctor to have access to the patient's medical records 24/7, regardless of where the patient and doctor are and also allows the patient access to their own medical records using a unique Patient Portal that is protected by a patient-chosen security code that allows their secure access. As the patient's personal family physician, should the patient need to be hospitalized, Dr. Trombley will be available to oversee and act as liaison to the physicians providing in-hospital medical and surgical care for you, his patient, facilitating the exchange of medical records and working with the patient's family through any difficult times.

1. During the year in which this agreement is in effect, the physician will provide routine office visits, including general/administrative/preoperative physicals. We will

electronically submit the bill for the value of the encounter to your insurance company as a courtesy to you.

2. The medical services that will be available during these office visits are as follows:

Annual physical examinations for patients of all ages enrolled in Tier 2.  
Regular office visits and consultations, including dietary and nutrition counseling.

Dr. Trombley will still do all three classes of FAA examinations, DOT examinations, Coast Guard examinations, etc. that are generally not covered by insurance and are paid for by the patient. For the Concierge Tier 2 member, if your employer normally covers that cost, you will pay for that examination at the time it is done. Our office will provide you with a receipt that you have paid for that service at the time it was done so that you can present it to your employer for reimbursement.

3. The medical procedures, at an additional cost, that will be provided, if needed, during any of these office visits are:

Value added procedures, such as Spirometry testing, audio and vision testing as appropriate in a Family Physician's office, and EKGs  
Removal of lesions as is appropriate in my Family Practice office  
Low-severity/non-life-threatening trauma management and laceration repair  
Patient education materials will be available thru a variety of electronic resources.  
Extended office visits are to be paid for at the time of the office visit.

4. The diagnostic testing that will be performed, at an additional cost, if needed, during any of the office visits are:

A number of CLIA-waived laboratory blood tests, urinalyses and procedures will be available in the office at appropriate cost to the patient.  
For services outside of the program there is the proximity of additional x-ray services on campus. Laboratory testing for non-CLIA waived tests is promptly available with personnel from LabCorp or Quest who will come to the office to draw your needed tests. These services will be separately billed by those companies.

5. The following services, procedures and diagnostic testing that are not included in, and are specifically excluded from, the scope of this concierge practice are:

Any services, procedures or diagnostic tests not expressly set out in the paragraphs two, three and four above are specifically excluded from the scope of this concierge practice. Appropriate orders and referrals will be made for these excluded services as is routinely done in a Family Practice office.

6. To the extent that the patient needs any services, procedures or testing not included in this concierge practice, including hospitalization, the physician will:

- a. Refer the patient to the appropriate health care provider of patient's choice, including Alaska Regional Hospital or Providence Hospital if necessary;
- b. Coordinate with the receiving health care provider as needed.

7. Access to Physician

- a. The physician will be available for prescheduled office visits, Monday through Thursday between the hours of 9 AM and 5 PM, except for times when the physician will be doing other activities or responsibilities.
- b. In addition to scheduled office visit appointments, the physician will be available for consultation 24 hours a day, 7 days per week via telephone, voice messaging, faxing, e-mail, face time and skyping, as is practical. The physician will return phone calls, voice messages, faxes, and e-mails in as prompt a time as is practical and respectful of both the patient's and physician's time and schedules.

8. Other services:

In addition to the foregoing, the physician will provide the following services:

- a. Patient will be educated on how to access his or her own medical records utilizing the Patient Portal that is part of the electronic medical records' system.
  - b. The physician will coordinate the transfer of patient medical records to health care providers to whom the patient has been referred.
  - c. The physician will coordinate and facilitate the quick access to the Alaska Regional Hospital or Providence Hospital (of patient's choice) emergency room.
9. Payment for this concierge care shall be made as a monthly, quarterly, semi-annual or annual pre-payment, determined at the time of the signing of this agreement. Payments may be made by cash, check, or by credit / debit card which will be processed by Hint Medical. It is the patient's responsibility to notify Dr. Trombley's office or Hint Medical of any changes to credit / debit card accounts being used or any change in method of payment.

Late payments will be assessed a late fee of 5% of the amount due if the payment is more than 5 days late. There is a \$35.00 NSF fee for all returned checks.

**The patient is committing to one-year memberships.** Intentions to not renew must be made in writing at the beginning of the 11<sup>th</sup> month of membership so that patients waiting on the Waiting List can be given adequate notice that their membership will be starting.

Renewal and acceptance of updates to the contract is automatic upon payment of the next invoice due at the end of the year's term and beginning of the next year's term.

This is not an insurance policy. It is for one year at a time, automatically renewable and it is not transferable to another family member.

Your signature on the attached "Exhibit A" signifies your acceptance of this agreement; and Exhibit A is hereby incorporated into this document.

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## **Concierge Tier 2 Frequently Asked Questions**

### **What is the goal of Dr. Trombley with this practice?**

The long-standing reputation and actions of Dr. Trombley speak for themselves. The goal of this office is to provide optimum medical care in a manner that is attentive to the patient's medical needs and to provide continuity of care when referral is necessary. Concierge medicine is highly personalized medical care between the physician and the patient and, as always, the patient's health and wellbeing are the primary concern.

### **Is Concierge Medicine an Insurance Policy?**

No

### **I already have good insurance coverage. Why should I sign up with a Concierge Physician practice?**

That is great if you have a low deductible insurance policy. This practice model is not about insurance coverage. It is about providing the patient with the best medical care possible in an office setting. It is about being able to keep your doctor and about having access to your doctor who knows you and understands your medical needs and concerns.

### **I don't have very good insurance coverage. Why should I sign up with a Concierge Physician practice?**

Being a part of a concierge medical practice is about providing quality medical care in the doctor's office. A concierge patient is paying for their medical care up front on a budgeted plan that they have arranged. Thus when the time comes they do not need to consider whether or not they have the immediate cash for their doctor's appointment. They are able to get the medical care they need without that added concern. It is about providing the patient with the best medical care possible in an office setting. It is about being able to keep your doctor and about having access to your doctor who knows you and understands your medical needs and concerns.

### **I don't have any insurance coverage. Why should I sign up with a Concierge Physician practice?**

In this case, if one continues without insurance there will now be other issues involving governmental agencies to deal with. With this model the patient will have the option to purchase a major medical insurance plan and still have their more routine medical care covered. You will have a physician who knows you and understands your medical needs and concerns.

### **What services are provided as a part of the annual fee?**

This office offers care that a family practice setting provides with 24/7 access to Dr. Trombley. See the attached form of services provided or covered, if they are done by the physician, under the Tier 2 membership.

### **What about labs, x-rays, specialists' fees and hospitalization?**

Consult the Patient Agreement to see what services are included in the Practice's annual fee. For medical procedures, extended office visits, and services not performed by or covered in this practice's annual fee, the patient will be responsible for seeing that those costs are covered by themselves.

### **What do I do if I become ill while traveling or away on an extended trip?**

If you have a life-threatening emergency, you would call 911. Be sure to notify Dr. Trombley so that he is able to provide consultation or forward medical records to that provider for their use in your care. If you have a minor health issue, call Dr. Trombley directly. Most prescriptions can be written for anywhere in the country. Controlled substances are not. If you go to an urgent care or emergency care center or are hospitalized, Dr. Trombley will be readily available to provide phone consultation or forward medical records to them for their use in your care.

### **What if I need to see a specialist or a surgeon?**

Dr. Trombley will assist you in seeing any specialist you want or need to see and will coordinate your care with them.

### **What about the cost of prescription medications?**

All prescription medications are the responsibility of the patient. Discuss this with your insurance provider.

### **Do I still need insurance if I enroll with Dr. Trombley?**

Yes. This medical practice model is not an insurance company or program, nor does it take the place of your general health insurance coverage plan.

### **Will my insurance still be billed for my office visits?**

Yes, the insurance will be billed for your office visit but we do not accept insurance as payment for the office visit. The patient is responsible for paying for their medical care. Our office now has the ability to electronically forward your medical encounter statement directly to your insurance company for your convenience. You will not need to mail it yourself, although you can be provided with a statement that is formatted for you to send to your insurance company for crediting or reimbursement directly if you prefer that route. The patient will be responsible for further dealing with their insurance company.

### **Is there any additional payment?**

Yes. See the contract agreement for Tier 2. There is also an additional cost to you if you require more than 15 office visits per year covered by this program. The standard fees will be charged for each office visit over that number for the remaining practice membership year.

### **Is Dr. Trombley a Participating Provider for Medicare?**

No. Dr. Trombley has opted out of the Medicare program and does not participate in the Medicaid program.

### **Does Dr. Trombley bill Medicare or other insurance plans for the annual concierge fee?**

No.

### **Will my private insurance reimburse my annual concierge fee?**

Insurance companies are designed to pay on a per visit basis. How this applies to the concierge fee is: You have paid the concierge fee, and any other costs for that visit. Your doctor's visit is billed to the insurance company by our office. The charge is either applied to your deductible by your insurance company or, if your deductible has been met, then a portion of the payment for the visit is credited to your account.

### **Is the annual concierge fee tax deductible?**

Patients are advised to check with their tax consultant to clarify qualification for fee deductibility in their particular circumstance.

**Is Dr. Trombley on the medical staff of a hospital?**

Yes, he is on staff of Alaska Regional Hospital. If you require hospitalization in Providence Hospital or Alaska Regional Hospital, Dr. Trombley will be available to work with the attending physician, make visits and assist in coordinating your inpatient care. Your medical records will be available to your treating physician.

**Will I be required to pay my annual concierge fee even if I do not use Dr. Trombley’s services?**

Yes. Paying your concierge fee allows you to be a member of Dr. Trombley’s unique patient panel whether you are ill or not. It is not a membership fee but rather a pre-payment for services to be provided, both in the office as well as the physician’s time for being available to you 24/7. However, you are encouraged to make at least one office visit per year as a wellness checkup. You will be able to utilize medical consultations via voice, emails or faxes for appropriate non-urgent health related questions. Remember, Dr. Trombley is making himself accessible 24/7 to assist his patients.

**Dr. Trombley has always done my FAA examinations. Will he still do them if I am not a member of his Patient Panel?**

Yes. Dr. Trombley will still do all three classes of FAA examinations, DOT examinations, Coast Guard examinations, etc. that are generally not covered by insurance and are paid for by the patient or their employer. If your employer normally covers that cost, our office will provide you with a receipt that you have paid for that service so that you may obtain reimbursement.

**Will Dr. Trombley be a Preferred Provider for my insurance company?**

Dr. Trombley has chosen to be a Preferred Provider for several insurance companies. However, if insurance is to be involved then doing so subjects you and Dr. Trombley to regulations and limits required by the insurance company. It allows the insurance company to determine what medical care you will be given and what doctors and medical facilities you will be allowed to receive medical care from. It also requires Dr. Trombley, and any other “preferred provider”, to accept a cut in pay for services provided to the patient. Dr. Trombley’s fees are not determined by the insurance company’s regulations and financial controls.

