

The Reach Center



Concierge Membership Guide

Helping patients reach their highest potential.



The Reach Center Concierge Model

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INITIAL EVAL APPT.

- + Patient will receive an initial evaluation with Physical Medicine and Rehabilitation physician Dr. Kelly Pham.
- + After initial evaluation, Dr. Pham will recommend a Concierge tier based on level of clinical need determined at initial appointment if follow up is needed.

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DETERMINE WHAT MEMBERSHIP PLAN YOU NEED.

ORANGE

- + Follow up visits with Acute Care Pediatric Nurse Practitioner, Kirsten Gunter.
- + Electronic health record with easy online scheduling, access to notes, and direct provider communication.
- + 24/7 Access to Provider on Call via Mobile/SMS.
- + Other non-covered services as outlined in Concierge FAQs.

ANNUAL: \$900 QTR: \$225 MONTHLY: \$75

BLUE

- + Follow up appointments with Dr. Pham or Kirsten Gunter.
- + 6 mo. Virtual Check-in with Care Coordinator.
- + Electronic health record with easy online scheduling, access to notes, and direct provider communication.
- + 24/7 Access to Provider on Call via Mobile/SMS.
- + Non-covered services as outlined in Concierge FAQs.

ANNUAL: \$1500 QTR: \$375 MONTHLY: \$125

GREEN

- + Follow up appointments with Dr. Kelly Pham.
- + Monthly virtual check-in with Care Coordinator.
- + No late cancellation fees.
- + Easy online scheduling and communication.
- + 24/7 access to Provider on call via Mobile/SMS.
- + Other non-covered services as outlined in Concierge FAQs.

ANNUAL: \$3000 QTR: \$750 MONTHLY: \$250



Concierge Membership FAQs

What is a concierge practice?

A concierge practice is a traditional medical practice with added benefits that are not covered by your insurance. These benefits can improve access to and quality of care. This allows providers to have a smaller patient caseload, and therefore, provide a higher quality of care to those patients. In order to provide these additional benefits, ongoing patients pay a monthly membership fee associated with their selected tier level of membership.

How will my child or I benefit from these services?

At The Reach Center, there are a multitude of benefits, many of which start from the moment that you call the office.

- **Ease of communication:** No phone trees when you call Reach! Just one person connecting with another person. Access to the online portal through the electronic health record is easy and your provider will respond within 24hrs of your request. You may call the office during the day, and if needed, may call your provider's cell phone after hours. In an emergency, please call 911. You will also have your provider's direct email address for easier communication with other providers such as your child's therapist.
- **Ease of access:** The Reach Center is conveniently located with easy and free parking. No need to valet, wait in line, worry about where you parked your car. The check in process is simple and streamlined in the office. There is little to no wait time as we believe that everyone's time is valuable!
- **Flexibility in office hours:** We will do our best to offer times that are convenient for patients and families. We are able to also offer telemedicine in certain cases depending on clinical need, insurance, and state guidelines.
- **Long visits:** Initial visits are up to 90min and follow up visits up to 45min. We believe in spending time getting to know patients and families as well as providing comprehensive evaluations. If this is not enough time for your visit, you can schedule a close follow up. This does not change the cost of the monthly membership.
- **Collaboration with your care team:** We believe in the medical team, which means bringing your care team together to guide the recommendations provided to you. We work better together so that you as a family are not stuck in the middle!
- **Paperwork:** We are efficient in returning paperwork (ex: school forms, FMLA, etc.) within 24hrs if we have all the information needed to proceed. No more hassle of repeat calls to get your paperwork done.



Concierge Membership FAQs (cont.)

- **Education:** We are passionate educators. We teach regularly in clinic visits, but also provide opportunities for learning outside of the visit. This includes access to a series of educational videos on our YouTube channel and regular blog posts on our website. Education empowers people to get the care that they need and to advocate for their loved one!
- **Resources:** We maintain a library of resources on a variety of topics that we share when applicable with patients and families. We also maintain a library of books for children and adults regarding disability. We are well connected in the community to know what resources you or your child may benefit from.

Do you participate with insurance?

We are in-network with most major insurers. If we are not in-network with your insurance company, you will be charged a fee for professional services on the day of the visit. ***The guarantor or patient are responsible for copays and coinsurance for each visit as determined by your insurer.***

How do I pay for concierge care?

Concierge care is covered with a membership fee. Your membership fee pays for those non-covered, non-clinical services that are listed above. Professional services that are covered by Medicare or a commercial insurance plan will be billed separately and you will still be responsible for any applicable copayments or deductibles related to the services as required by law.

Does insurance cover the membership fee?

Your insurance does not cover the membership as concierge services are considered “non-covered” services.

Can I use my HSA or FSA?

You may be able to use your HSA or FSA. Please contact your plan representative to get more information about this option.

How do I pay my membership fee?

We request that you place a credit card on file so that the membership fee can be automatically charged to your card. If you prefer to use an ACH transfer from your bank account, please let us know and we will work with you to make this happen. The membership fee can be charged monthly, quarterly or annually.



Concierge Membership FAQs (cont.)

Will I be required to pay my annual membership fee even if I do not use your services?

Yes, you are required to pay your membership fee whether you utilize services or not. We encourage you to take advantage of the non-covered services with your provider to improve care.

What if I want to cancel?

You can cancel at any time should you decide that you no longer wish to receive care through Reach. Please call us at 571-310-2502 to cancel your membership.

What if my child or I only need to see Dr. Pham for a brief period?

If you or your child only needs to see Dr. Pham for a brief period and then “graduates” to no longer require services through Reach, you can cancel your membership.

What if I have questions not covered by this FAQ?

We are happy to help! Please reach out to the office at 571-310-2502, or you can send us an email to office@reachpedsrehab.com