



### **Membership FAQs:**

**Q: Can I pay my membership fee in monthly installments?**

**A:** At this time, membership fees must be paid in full annually. We're not able to offer monthly payment plans, as it allows us to keep the program simple, streamlined, and focused on patient care. Please note, HSA & Care Credit cards are accepted.

**Q: What happens if I don't renew my membership?**

**A:** If your membership expires, you will no longer have access to the benefits of our membership program and may lose your spot as a patient at our clinic. Due to limited capacity, we can only accommodate a set number of members at any given time. We strongly encourage keeping your membership active to avoid losing your place in our practice.

**Q: What if I need medication refills but don't want to continue as a member? Can I get a short-term supply while I find a new provider?**

**A:** We understand that transitioning care can take time. As a courtesy, we can provide **one-time bridge refills per medication** while you search for a new primary care provider. Any additional refills beyond that will require an active membership.

**Q: Can my insurance be billed for the membership fee?**

**A:** No, membership fees cannot be billed to insurance. All membership fees are the sole responsibility of the patient.

**Q: I have a family of four — is the membership fee one rate for the whole family?**

**A:** No, membership fees are charged per individual. The fee is \$240 per adult and \$25 per child (children are defined as anyone under the age of 26). Each family member must have their own membership.

**Q: Can I transfer my membership to another person?**

**A:** No, memberships are non-transferable and must be used only by the individual who enrolled.



**Q: Can I cancel my membership?**

**A:** Yes, you may cancel your membership at any time. If cancellation occurs within 90 days of enrollment, a prorated refund will be issued. After 90 days, memberships are non-refundable. Please note that canceling your membership ends your status as a patient at our practice. Re-enrollment is not guaranteed and is subject to provider availability and panel capacity.

**Q: I'm a member of your Weight Loss Program, do I have to pay a membership fee?**

**A:** No. If you are *only* utilizing nutrition/coaching services, bio-metrics, or seeing a provider to manage your Weight Loss Program, a membership fee will not be charged. However, providers will not refill non-weight loss medications or address other areas of concern unless you are a member.

**Q: What if I have a medical emergency?**

**A:** In the event of a medical emergency, please seek immediate care at the nearest urgent care center or emergency room. Your safety is our top priority.