



Membership FAQs:

Q: What does the membership fee cover?

A: Membership fees apply to non-covered services, administrative conveniences, and program benefits that are not reimbursed by insurance. Covered medical services are billed separately in accordance with your health plan benefits.

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 membership benefits and non-covered services included in the program. Patient scheduling and provider availability are subject to clinic capacity and practice policies.

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: Membership enrollment is completed on an individual basis. Current membership rates are \$240 per adult and \$25 per child (children are defined as anyone under age 26).

Q: Can I transfer my membership to another person?

A: Membership benefits apply only to the individual enrolled in the program and cannot be transferred to another person.

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. Cancellation of membership ends access to membership benefits and non-covered services provided through the program. Future scheduling remains subject to provider availability, clinic capacity, and practice policies.

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

A: The Weight Loss Program includes services related to weight management, nutrition, coaching, and associated provider visits. Medical concerns outside the scope of the Weight Loss Program may require separate evaluation, scheduling, or care planning based on individual care needs and clinic policies.

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.