



Healthcare “Boutique” Membership Agreement 2019

NEW MEMBER or **Renewal effective** date: _____

This **“BOUTIQUE” CONCIERGE MEDICAL PRACTICE MEMBERSHIP AGREEMENT** (“Agreement”) is entered into by and between: The undersigned Program Member (or “You”), and Dr. Brandy Brown, DNP, APRN, FNP-C, of Extraordinary Family Healthcare (the “Boutique or Practice”) under which the “Practice” will make certain health and wellness services, amenities and enhanced services available to you which are not otherwise covered by commercial insurance, managed care, Medicare, and/or other third party payers. By voluntarily entering into this Agreement and remitting your monthly, quarterly, or annual retainer fee, you may participate in the “Boutique” Concierge Medical Services (the “Boutique”) for the period of twelve (12) months beginning on the effective date.

“You” and the “Practice”, are hereinafter referred to as “the Parties”.

In consideration of the mutual promises and undertakings set forth below and for other valuable consideration, receipt and sufficiency of which are hereby acknowledged by the Parties, and intending to be legally bound, the Parties hereby mutually agree, as follows:

1. Program Member Information. Program Member represents and warrants that his/her information set forth below is accurate and complete and agrees to promptly notify the “Practice” of any changes.

Member Name	Date of Birth	Home Phone

Mobile Phone (required)	E-mail Address	Mailing address – Street (± suite or apartment number) City State ZIP

2. Terms of Service; Program Services.

The Terms and Conditions of Service attached hereto (the “Terms”) are incorporated herein and made a part of this Agreement. The Parties have read and agree to fully comply with the Terms. In consideration of the Membership Fee, Dr Brown agrees to provide “You” with the following service amenities (the “Program Services”):

i. Panel limits. In order to allow ample time and availability to provide care for Program Members, Dr Brown will limit the size of its Membership Program member panel to approximately 300 patients.



ii. Enhanced appointment availability offering an appointment for an acute medical matter within one business day. Same day appointments may be available depending on the office schedule. Includes up to 5 basic labs tests for non-insurance members.

iii. Extended patient appointments. Each appointment will last at least 40 minutes or longer in order to facilitate thorough assessment, care coordination, counseling and education.

iv. Communication enhancements. “You” will be able to communicate with Dr Brown via email, text, personal cell, or EHR portal regarding test results or any other non-urgent medical issues. Email response will typically be within 12- 24 hours and no later than within 2 business days related to test results, unless something happens beyond the “Practice’s” control.

v. Telephone consultations. “You” will be allowed **one** telephone consultation or **two** telemedicine appointments per month to discuss minor medical issues, such as cold, bronchitis, sinusitis, back pain, diarrhea, or suspected urinary tract infection without requiring an office visit. Dr Brown or a designated on-call provider reserves the right to decide, upon hearing Program Member’s complaint and reviewing his/her medical history, whether telephone management is medically sound and appropriate, or if personal evaluation in the office or by emergency services (Urgent Care, ER) is necessary.

vi. Enhanced preventive examination. Each member will receive a comprehensive preventive examination lasting 60 minutes which exceeds the requirements of the United States Preventive Services Task Force. More comprehensive than required by Medicare or commercial insurance. Includes up to 5 basic labs tests for non-insurance members.

vii. Personal health coaching (Platinum Membership). Limited patient panel and improved scheduling availability will allow Dr. Brown to spend enough time with “You” to fully discuss complicated health problems (e.g. diabetes, heart failure, obesity) from a holistic perspective. (Of course, we will facilitate specialist referrals for problems outside of Dr Brown scope of practice, or if “You” desires to be seen by a specialist.)

viii. Expedited prescription refills and prior authorizations. Prior authorizations for diagnostic tests and medications will be processed in an expedited fashion, within 2 business days. Prescription refills will be called in to the pharmacy within one business day.

ix. Administrative assistance (Platinum Membership). Fees for medical certificates and form completion will be waived.

x. Office visit copay waived. Unless prohibited by your health insurance plan, we will waive collection of copay for office visit. Or the service appointment is for a procedure or other type of visits that requires additional fees.

xi. Discounts (Platinum membership). “You” will receive 10 to 20% discount on all additional services offered by the “Practice”.

xii. Other Benefits (Platinum membership). “You” will be eligible for 1-2 home visits as needed (mileage charge additional fee). Your fee covers 1 additional out of town family member who may need an out of town visit for an acute need. Additional members at that time will be an additional \$20 dollars during that particular episodic event.



- The amenities include both non-healthcare service amenities and healthcare related services usually not covered by insurance. Other service amenities may be offered from time to time and these may be subject to limitations.
- This is not a health insurance plan.
- Emergent medical needs “You” must call 911 and urgent appointments must be a call or text to the “Practice”
- General emails outside of patient portal are not secure. Providers will use discretion with private information through this form of communication. Members will not hold the “practice boutique” liable for any sensitive or personal leaked if email is the choice of communication of sensitive information by member.

3. Service Location; Contact Information. All services requiring physical contact between “You” and the “Practice” will be provided at the following location: Extraordinary Family Healthcare 2330 Scenic Hwy S., Suite 707 Snellville, GA 30078. For non-urgent matters, “You” can contact Dr Brown via patient portal at www.kareo.com or via email drbrandyfnpc@exofamhealth.com . For urgent medical matters, “You” shall contact Dr Brown’s office at 678-608-2426 or 678-542-7488. After regular business hours (M-T 9am-5pm, F 9am-3pm), “You” shall contact Dr Brown or an on-call provider (when designated) at 678-542-7488.

4. Membership Fee. The Membership fee for the “Boutique” Services is varied per Gold or Platinum plans, which is due and payable in full upon enrollment or annual renewal.

Individual (Gold) \$65 monthly . \$190 Quarterly (\$5 discount) \$770 Yearly (\$10 discount)
Couple (Gold) \$125 monthly \$375 Quarterly (\$15 discount) \$1540 Yearly (\$20 discount)
Each additional family member up to 2 is \$35/monthly

Individual (Platinum) \$75 monthly \$220 Quarterly (\$5 discount) \$880 Yearly (\$10 discount)
Couple (Platinum) \$145 monthly \$435 Quarterly (\$15 discount) \$1780 yearly (\$20 discount)
Each additional family member up to 3 is \$40/monthly

5. Health Care Services Excluded from Membership Fee. The Membership Fee covers the cost of the service amenities (“Boutique” Services). The Membership Fee does not cover the cost of any health care services covered by health insurance. All health care services will be provided to you by Brandy Brown, DNP, APRN, FNP-C under Extraordinary Family Healthcare unless another Provider is contracted by the “practice” to deliver the care on it’s behalf.. Nothing in this Agreement supersedes or modifies the terms or conditions of any agreements related to your health insurance. Extraordinary Family Healthcare will bill your health insurance carrier for all health care services covered by such insurance. You are financially responsible for any health care services you receive that are not covered by your insurance.

“You” represents and warrants that his/her health insurance information set forth below is accurate and complete, also agrees to promptly notify the “Practice” of any changes.

6. Co-payments, Deductible, Co-insurance and Non-Covered Services. Medicare and private insurance companies require Extraordinary Family Healthcare to collect from patients all applicable charges for health care services that are your (patient) responsibility according to your health plan agreement; these are listed as such on the Explanation of Benefits (EOB). Therefore, you will be financially responsible for the following charges, which are not part of the Membership Fee: • Co-insurance and/or deductibles not already met for any health care



1. With reasonable exceptions, ie limited cell phone/internet coverage/reception, dead batteries, electrical outages, etc
2. Membership retainer fee payment is due on enrollment and may be made by credit card or money order payable to Extraordinary Nurses or set-up on automatic payments through "Practice" at time of enrollment
3. If terminating from the "Practice Boutique", "You" must sign a HIPPA compliant request to have your records transferred to your new Provider. Only one copy will be provided free to the new Provider. Any additional copies will be charged for the then current fee for the "Practice"
4. Your failure to renew, will be taken as your decision to leave to the "Practice Boutique". Urgent only visits will be provided for the max of 30 days to "you" by the Provider, the Dr. Brandy Brown, DNP and the "Practice" will no longer be responsible for your care. "You" will be required to renew for continued membership in the "Practice Boutique". During that time "You" and/or Insurance will be responsible for all charges related to the urgent care needs.