



PREFERRED FAMILY MEDICINE

9120 Double Diamond Pkwy

Reno, NV 89521

(775) 204-0150

PreferredFamilyMedicine.com

Preferred Family Medicine

A Direct Primary Care Practice serving Northern Nevada

Our Mission Is To Provide A Better Primary Care Experience

Imagine if...

- You came to the doctor and did not have to wait in the waiting room.
- You called your doctor's office and received a call back from your private physician.
- You could schedule an appointment the same day or the next day.
- You could email, text, or video chat with your doctor directly.
- Your doctor wasn't obligated to an insurance company or Medicare

As a concierge Direct Primary Care (DPC) practice, Preferred Family Medicine focuses on you and your health without the unnecessary intrusion of insurance companies. Primary care is all we do, so let us restore your faith in health care. Experience a patient relationship based on trust and respect; the type of relationship every patient deserves.

Our patient benefits include full access to primary care, which means you will have more time with your provider, direct access to acute medical issues, no copays, and no limit on visits. Your monthly membership fee covers general adult physicals, women's healthcare, newborn and pediatric care, wellness education, chronic disease management, minor procedures, and coordination of care with specialists when needed. Member benefits include discounted lab tests, discounted medications, and blood draws at the office.

Insurance Free Practice

Preferred Family Medicine does not bill insurance, so you won't have a middleman in your primary care. Decisions about your healthcare will be made by you and your physician, without the impersonal management that inevitably comes from third-party payers. Instead, patients pay a monthly membership fee, which can save money and lead to better treatment.

Membership Benefits

The fee covers excellent primary care, including unlimited office visits, annual wellness exams, basic office

procedures, in-office testing, treatment of acute illnesses, and direct access to your doctor via telemedicine, all with minimal wait times in the office.

Direct Access to Your Doctor

Literally, after hours, weekends, holidays – there is no bad time to receive access for acute medical issues. Schedule your appointments easily by phone or online.

Extended, Relaxed Visits

You won't feel rushed through an appointment, and there's never a question you won't have time to ask. Part of the relationship you'll build with your doctor is based on your understanding of your care. Now that's what we call personal healthcare.

Pricing & Fees

Preferred Family Medicine has established a straightforward payment solution for our patients.

Adult (Age 19+)	Additional Adult (Age 19+)	Child (Age 0-18)	College Student
\$175 / month	\$ 150 / month	\$ 75 / month (w/ adult member) Newborn (0-2 yr): \$150/mo Child (3-18 yr): \$100/mo	\$100/month

- * No contracts and no commitment if you or your physician feel the practice is not a good fit.
- * There is a \$200 reinstatement fee should you decide to cancel service and reinstate at a later time
- * 10% discount for annual and a 5% discount for semi-annual payments

Membership Services include but not limited to

- Primary Medical Care, for all ages
- Extended Office Visits
- Annual Wellness Exams – Adult & Pediatric
- Annual Physical Lab Draw (discounted cash pay labs or bill through insurance)
- Phone, Text/SMS, and Video Chat – Telemedicine Visits
- EKG
- Joint Injections
- Small Lesion/Wart Removal
- PAP Smear (pathology fee not included in membership)
- Suturing Simple Lacerations
- Trigger Joint Injections
- Ear Irrigation
- Minor Dermatology Procedures
- Ingrown Toenail Treatment
- Home Visits (time/distance permitting; additional fees may apply)

Additional charges may apply for vaccinations, splinting supplies, bandages, in-house laboratory services, or other necessary tests or

supplies as deemed necessary by the provider and the patient. All fees will be discussed prior to the administration of treatment with the full consent of the patient or an appropriate representative

Frequently Asked Questions

WHAT DOES THE MEMBERSHIP FEE COVER?

- The fee covers personalized primary care through unlimited office visits, annual wellness exams, well-child exams, sports physicals, school physicals, basic office procedures, treatment of acute illness or minor injuries, and direct access to your doctor, all with no wait times in the office.
- Our patients will also have access to discounted laboratory tests, imaging services, and specialized procedures not included in the membership fees.

IS THERE A SIGN-UP FEE TO JOIN?

- No, we do not require a sign-up fee for a household, family, or individual.

DOES PREFERRED FAMILY MEDICINE SEE PATIENTS OF ALL AGES?

- Yes, we provide care for patients of all ages.

WHAT IF I DECIDE TO CANCEL?

- We expect to have an open, honest, respectful relationship with you. We do not have a minimum commitment. We ask that you give us a 30-day notice if you wish to cancel. We understand that things happen. If you choose to rejoin, you may be charged a re-initiation fee.

General Questions

WHAT IS DIRECT PRIMARY CARE?

- Under the Direct Primary Care (DPC) model, the patient (you) receives comprehensive primary health care directly from their DPC physician. The patient pays for this care through a monthly fee, paid directly to Preferred Family Medicine
- Since DPC practices do not participate in any insurance or plans, the providers are able to avoid the ever-increasing and costly documentation demands and administrative intrusions that come with

accepting insurance. DPC practices also avoid the onerous responsibilities of collecting patient data that many plans impose. These require staff, time, and money, often amounting to substantial intrusions on patient privacy.

- DPC physicians avoid obligations to insurance companies, which allows them to spend that time listening to and treating patients. Since DPC physicians eliminate the significant overhead costs associated with participating in insurance, they can pass the savings on to you, the patient, and provide compassionate, attentive, and timely care at an affordable cost.

WHAT MEDICAL CONDITIONS DO YOU CARE FOR?

- We treat a wide array of acute and chronic health problems in pediatric, adult, and geriatric patients.

WHAT IF I'M HOSPITALIZED?

- Your physician at Preferred Family Medicine will work with your doctors should you need to be admitted. We will work closely with them to ensure you recover as quickly as possible.

ARE MY MEDICAL RECORDS EVER SHARED WITH INSURANCE CARRIERS OR GOVERNMENT AGENCIES?

- No. Patient privacy is a natural benefit of this medical model. We will never provide any third party with a copy of your records unless you specifically ask us to do so or if Preferred Family Medicine is subject to a subpoena or search warrant.

WHAT IF I NEED MEDICAL ATTENTION WHILE I'M AWAY FROM HOME?

- In the age of telemedicine, many conditions can be diagnosed and treated via a simple conversation by phone or webcam. If appropriate, we will locate the nearest pharmacy and order the medication most suited to your circumstances. If you need to visit the hospital or seek other medical attention while away from home, we can also advise you on that.

MAY I CONTACT PREFERRED FAMILY MEDICINE AFTER HOURS? HOW?

- Absolutely, yes! It's how we do custom healthcare. After normal office hours, our members can still contact their physicians by phone or text.

WHEN DO I PAY MY FEES FOR NON-COVERED LABS, IMAGING, AND PROCEDURES?

- Charges will be added and applied to your preferred payment method. Transparency is our mission, so we will always clearly communicate what you're being charged for.

Medicare & Insurance Questions

DO I STILL NEED INSURANCE?

- No, we do not require it for membership. Preferred Family Medicine does not replace insurance. Ideally, we encourage our patients to carry a high-deductible or major medical plan, or a plan with a health savings account, thereby ensuring financial help should hospitalization or referral to a specialist be necessary. You should consult with your insurance provider to find a plan that best aligns with our medical model and meets your specific needs. Alternatively, we specialize in patients who are part of health-sharing plans (e.g., Liberty Healthshare, Medi-share, etc) and health cost-sharing programs (e.g., Sedera, Zion).

WHAT IF I WANT TO CONTINUE MY CURRENT INSURANCE? CAN I USE IT?

- Not for our services, but we will work with your insurance to submit any labs, x-rays, and medications that we prescribe to your insurance. If your plan requires you to use a particular facility, just let us know. NOTE: If your insurance is an HMO plan, we recommend checking to see if it accepts out-of-network provider referrals and orders before signing up as a member of the practice. Many HMO and Medicare Advantage plans restrict their patients' options by refusing to honor referrals from out-of-network providers. Our physicians are considered out-of-network as we do not contract with any insurance companies.

IF I HAVE MEDICARE, CAN I JOIN AS A PATIENT?

- Yes. However, your monthly membership fee cannot be submitted to Medicare for reimbursement. You must sign a waiver every two years, declaring that neither you nor your doctor will directly bill Medicare for your membership fee.
- Medicare and Medicare supplemental insurance will still cover medical costs that you incur outside of Preferred Family Medicine. For example, prescriptions filled at an outside pharmacy, labs run at an outside lab, hospital charges, physical therapy, x-rays, and scans are covered, among other services. You do not lose your Medicare coverage for other medical needs just because you are a patient of Preferred Family Medicine.

HOW CAN I SAVE ON INSURANCE COSTS BY BEING A PATIENT OF PREFERRED FAMILY MEDICINE?

- Many times, patients purchase expensive "Cadillac" plans that require little or no co-pay and that cover all lab costs and prescription costs. However, with Preferred Family Medicine, your monthly fee covers all office visits, and there are no copays or additional fees. Additionally, our patients have access to discounted medications and laboratory services, often at a 90% discount. Our patients may find it worthwhile to change from a "Cadillac" health insurance plan to a basic health insurance plan to save money.

ARE PREFERRED FAMILY MEDICINE'S MONTHLY FEES ELIGIBLE FOR HSA OR FSA REIMBURSEMENT?

- Many patients find that their DPC fees are reimbursable through their HSA or FSA. Consult your tax advisor for guidance tailored to your specific circumstances.

If we haven't fully answered all of your questions, please contact us via phone or email so we can further assist you