

CLAUDIA V. PERDEI, MD, PA

ANDREW R. CLEMENTZ, MD

CONCIERGE MEDICINE



What is the mission of your practice?

Our goal is to provide the highest quality medical care and service, emphasizing a proactive, comprehensive approach to both disease prevention and wellness. We strive to provide excellence in care that is both compassionate and truly patient-focused. From the moment you enter our office, we want you to be completely satisfied with every aspect of your care.

How is the practice different from a traditional medical practice?

Our smaller practice size allows us to devote more time to each patient's care and individual needs. This practice model offers time to schedule approximately 30 minutes for routine appointments and approximately 60 minutes for the Comprehensive Annual Health Assessment. Appointments will start promptly, and we will be able to spend more time with you. If a problem requires extra time for evaluation, we will accommodate you to the best of our ability. Also, our communication will be enhanced through patient-dedicated cell phone and email.

What services are provided as a part of our annual fee?

Please see the enclosed "Highlights & Details" page for a complete list of amenities and benefits.

At which hospital will you be on staff?

We are affiliated with Delray Medical Center and Baptist Health Boca Raton Regional Hospital and will collaborate with your specialists at other hospital systems.

Who will cover for you when you are not available?

Our goal is to be available to our patients 24 hours a day, 7 days a week. However, there will be occasions when we are out of town or otherwise unavailable. In these situations, a trusted colleague will serve as our covering physician.

Do I still need health insurance if I enroll in your concierge practice?

Yes. Our medical practice will not take the place of general health insurance coverage. Our practice is a primary care medical practice, not a health insurance program. You are advised to continue your Medicare or other insurance programs.

Will you be a 'Provider' on my insurance plan?

We intend to remain in-network providers for most major PPO insurance plans and will bill your insurance directly for office visits (office visit charges are not included in your annual fee). If the terms of your insurance plan require a co-pay, we are obligated by your insurance company to request payment at the time of service.

Will my private insurance reimburse my annual fee?

The annual fee is not reimbursable by your insurance plan.

Will you be a Participating 'Provider' for Medicare?

Yes. Our office will file your claims with Medicare, as well as with your supplemental insurer on your behalf, as required by law. If the terms of your insurance plan requires a co-pay, we are obligated by your insurance company to request payment at the time of service.

Do you bill Medicare for my annual fee?

No. The annual fee only includes services and benefits described in the Highlights & Details that are not covered by Medicare (or any other payor) and will not be paid for or reimbursed by Medicare.

If I am not a full-time resident of the state of Florida and maintain a second residence elsewhere, will my annual membership fee be adjusted?

Yes. Your membership fee will be pro-rated accordingly.

Is the annual fee tax deductible or payable through my FSA or HSA?

In many instances, the annual fee is payable through your HSA. You are advised to consult with your FSA or HSA plan administrator, employer, HR representative or tax advisor to clarify qualification in your particular circumstance.

FAQs

What are my annual fee payment options?

Your annual fee may be paid in full by check to: **Claudia V. Perdei, M.D., P.A.** or may be paid annually, semiannually quarterly or monthly by credit card. If you opt for the semiannual, quarterly or monthly payment option, the first payment will be charged to the credit card you indicate on your Patient Agreement form upon receipt of the enrollment form. The remaining balance of your annual enrollment fee will be charged *automatically* to your credit card in installments after your start date, accordingly. Until we hear otherwise, payments will be processed continually.

What about lab, x-ray, specialists' fees and hospitalization?

Your annual fee pays for membership in the practice, and for the other non-covered benefits described in the Highlights & Details. All procedures and services not performed in our office will be billed by the performing physician and/or entity.

What if I have an emergency?

Please know that you can contact us at any time; however, *if you have a life-threatening emergency, call 911 immediately*. You can then call us or ask the hospital personnel to contact us so we may assist in your care. If you have a non-urgent problem, please contact us first.

What do I do if I become ill while traveling or away on an extended vacation?

If the problem is minor, call us first. *However, call 911 if you have a life-threatening emergency*. Then call us. With the exception of a few controlled substances, most prescriptions can be ordered anywhere in the country. If you seek care at an emergency room or urgent care center out of our area, we would request that you have the doctor seeing you call us for coordination. We will be readily available for phone consultation with you and/or other health-care personnel. If you should require hospitalization while away, at your request we will attempt to establish regular phone communication with you and your attending physician(s) to ensure continuity of care.

What if I need to see a specialist or a surgeon?

Should you desire, we are available to help you decide which specialist to see and to coordinate such consultations. In this way, the most appropriate resource is used, the earliest arrangements are made, and your applicable medical information is sent in advance of your specialist visit.

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

Yes. Paying your annual fee allows you to be a member of our practice whether you are sick or well. We strongly encourage you to utilize the benefits offered, regardless of your state of health, to proactively safeguard your health.

What happens if I need to terminate after I enroll?

Your membership agreement can be terminated upon 30 days written notice. If you wish to secure a new physician, the annual fee will be refunded on a pro-rated basis, based on the number of days that have elapsed in the Service Year. A copy of your records will be sent to your new physician upon receipt of your signed release. This signed authorization is required by law in order to release your records.

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