

CLAUDIA V. PERDEI, MD, PA
ANDREW R. CLEMENTZ, MD

CONCIERGE MEDICINE



What our personalized care practice provides.

These services are not typically covered by Medicare or by other insurance plans.

- ◆ ***Direct communications during office hours.*** Unlike many other medical practices, when you call our office there is no recording to navigate...only real people to take your call, with a real concern for your health and well-being. All phone calls are returned promptly, but if you deem your problem “urgent” we will make every effort to speak to you at the time of your call.
- ◆ ***Our personal cell phone numbers will be provided to you.*** This will allow easy and direct communications for urgent medical problems that occur outside of our regular office hours. Ideally, we want to hear from you when you are ill or injured to coordinate your care. Our goal is to reduce emergency room and urgent care clinic visits. **However, for emergencies, always call 911 first.**
- ◆ ***Convenient email communication for non-urgent health issues or questions.*** You will receive our personal email addresses and we will respond to your inquiry promptly (usually within 24 hours). Because email is not always secure, please use discretion when choosing topics to discuss with us via this platform.
- ◆ ***Little or no office waiting room time, and longer appointments.*** Office visits will start promptly, allowing more time to thoroughly address all of your questions and concerns at each visit. Comprehensive Annual Health Assessment appointments will be scheduled for 60 minutes and all other appointments will be scheduled for approximately 30 minutes.
- ◆ ***Strong focus on preventive medicine and long-term health and wellness.*** As part of our commitment to your long-term health and wellness, our philosophy is to educate you about your personal medical needs and risks. We will work with you to assess your level of fitness, provide weight management guidance, and offer advice on leading a healthy lifestyle. In addition, we will work with you to support your emotional well-being, and recommend an appropriate wellness plan. This will allow you to take an active role in managing and maintaining your good health.
- ◆ ***Personalized hospital care.*** Should you need to be hospitalized, we will remain involved in your care, continue to advocate on your behalf and communicate regularly with the hospitalist who is providing services.
- ◆ ***Care after hospitalization.*** If after a hospitalization you are transferred to a skilled nursing facility, nursing home or rehab facility within a reasonable geographic distance from the office, we will personally manage your care on a case-by-case basis, at our discretion. You will be seen onsite by us, rather than the staff physician. We will communicate with those involved in your care and be available to your family to address any concerns and offer counsel.
- ◆ ***Quarterly newsletters focused on topics relevant to your health and well-being.*** We will be providing a seasonal newsletter on medical subjects of interest.
- ◆ ***Travel medicine consultation.*** We will offer guidance on CDC-recommended inoculations and/or precautions to be taken while traveling.

H&Ds

Comprehensive Annual Health Assessment

In our ongoing efforts to assist you in adopting and maintaining a healthy lifestyle and optimizing your quality of life, you will be encouraged and reminded by our staff to schedule a Comprehensive Annual Health Assessment, regardless of condition or necessity, each year. This is a comprehensive annual visit, unrelated to any illness or injury. It will include a thorough examination and an appropriate array of screening tests based on age, health status and risk factors. Each person is unique and there is no one-size-fits-all approach when it comes to prevention and treatment. Depending on your particular health situation, additional tests (such as blood tests, a colonoscopy, mammogram, etc.) may be recommended. These will be billed by the performing entity, and you or your insurer will be responsible for payment of these tests. We will use the results of our exam to help you develop a plan for the year to improve health and fitness and to address any new or existing health goals. Every patient is advised to have an annual evaluation.

The membership fee does not apply to the Welcome to Medicare assessment or to any annual wellness check-up. Portions of this Comprehensive Annual Health Assessment and associated tests may be “covered” services under Medicare and other commercial insurance plans and will be billed accordingly. However, the annual membership fee applies only to non-covered components of the Comprehensive Annual Health Assessment.

Our Staff

Our staff is an important part of your experience with our office. They not only have the expertise to advocate on your behalf, but will assist you in navigating through other aspects of the medical community when necessary.

Insurance Information

Commercial Insurance Patients

Office visit charges are not included in your annual fee. We intend to remain an in-network provider for many PPO insurance plans. We will bill insurance for all covered services and patients will be responsible for deductibles, copays and exclusions in accordance with individual insurance plan guidelines. It is our intention that no insurance-covered medical services are included in your annual fee.

As medically indicated, we will make it a priority to refer you to in-network physicians for any necessary consultations and to in-network facilities for diagnostic tests and hospitalizations. Any services rendered by these physicians or facilities will be billed by the performing entity.

Medicare Patients

We will continue to submit claims to Medicare and to your supplemental insurance on your behalf for Medicare-covered services. Patients will be responsible for deductibles, copays and exclusions in accordance with individual insurance plan guidelines. The annual membership fee is intended to only include services as described herein that are ***not covered*** by Medicare and ***will not be paid for or reimbursed*** by Medicare.

Annual Fees & Instructions

Please see the Patient Agreement form for annual fees and instructions.

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