

NCH Concierge Medicine

PROGRAM AGREEMENT

This Agreement describes the terms of membership in the NCH Physician Group Concierge Medicine Program.

1. Service Amenities

The NCH Concierge Medicine Program provides premier service amenities as an adjunct to NCH health care services available in Florida. The service amenities currently offered by the NCH Concierge Medicine Program are listed on the attached schedule of benefits, which may change from time to time

2. Annual Fees

NCH may increase the Annual Fees. The current Annual Fees for the Program are as follows. Please check the appropriate box for your desired status and provide the requested information:

- Individual Adult: \$3,500

PATIENT NAME

DATE OF BIRTH

PATIENT NAME

DATE OF BIRTH

PATIENT NAME

DATE OF BIRTH

PATIENT NAME

DATE OF BIRTH

- Children ages 5-26 may be added to an Individual membership for \$1,000 (with parent signed up).

PATIENT NAME

DATE OF BIRTH

PATIENT NAME

DATE OF BIRTH

**You may change your status as an individual, couple or family at any time. You may not transfer your membership to any other individuals*

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3. Payment of Annual Fee

The Annual Fee covers a 12-month membership, which is renewable annually upon payment of the Annual Fee.

Health Care Services Excluded from Annual Fee

The Annual Fee covers the cost of the service amenities and does not cover the cost of any health care services. You (or your insurance company) will be financially responsible for all health care services received from NCH Physician Group physicians and staff. NCH Physician Group will bill your health care insurance for those health care services furnished to you and covered by such insurance. You are financially responsible for any health care services you receive that are not covered by your insurance. Your insurance coverage is as follows:

Please check here if NCH Physician Group already has your current information on file

PRIMARY INSURANCE

OTHER INSURANCE

COMPANY

COMPANY

NAME OF INSURED

NAME OF INSURED

GROUP NUMBER

GROUP NUMBER

IDENTIFICATION NUMBER

IDENTIFICATION NUMBER

INSURANCE COMPANY PHONE NUMBER

INSURANCE COMPANY PHONE NUMBER

You must notify the NCH Concierge Medicine Program as soon as possible of any changes in the information listed above. Nothing in the Agreement supersedes or modifies the terms or conditions of any agreements relating to your insurance.

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4. Co-Payments and Non-Covered Services

Medicare and private insurance companies require NCH Physician Group to collect applicable co-payments and other charges from patients for health care services. Therefore, you will be financially responsible for the following charges, which are not part of the Annual Fee:

- Co-payments, co-insurance, or deductibles for any health care services received; and
- Charges for health care services not covered by health insurance

5. Termination

You may terminate this Agreement and your participation in the NCH Concierge Medicine Program at any time for any reason upon 90 days prior written notice to the Program. NCH Physician Group may terminate this Agreement and your participation in the Program upon 30 days prior written notice to you – if any of the following occur (a) you fail to pay the Annual Fee or charges for health care services when due, (b) you fail to abide by the terms and conditions of your insurance coverage, (c) you fail to abide by the policies of NCH Physician Group and the NCH Concierge Medicine Program, or (d) your NCH Concierge Medicine physician ceases to participate in the NCH Concierge Medicine Program and you and NCH Physician Group are not able to reach agreement on a replacement NCH Concierge Medicine physician for you. With thirty (30) days prior written notice, upon termination, NCH Physician Group will refund a pro-rated portion of the Annual Fee based on the number of days that you have participated in the program.

6. Program Modification/Discontinuation

NCH Physician Group may modify the NCH Concierge Medicine Program at any time, including changing the NCH Concierge Medicine physicians' participation in the NCH Concierge Medicine Program or adding or elimination service amenities. In the event that you no longer wish to participate in the NCH Concierge Medicine Program after any such modification, you may terminate your participation in accordance with Section 5. In addition, NCH Physician Group may discontinue the NCH Concierge Medicine Program at any time. In the event NCH Physician Group discontinues the NCH Concierge Medicine Program, NCH Physician Group will take reasonable steps to transfer your care to another NCH Physician Group physician and will refund a pro-rated portion of the Annual Fee based on the number of days that you have participated in the NCH Concierge Medicine Program.

7. Provisions

This Agreement supersedes any and all prior written or oral agreements between you and NCH Physician Group relating to your participation in the NCH Concierge Medicine Program. This Agreement shall be governed by and construed in accordance with the laws of the state of Florida and if another provision is held to be invalid or unenforceable, the remaining provisions shall nevertheless continue in full force and effect, unless the provisions held invalid or unenforceable shall substantially impair the benefits of the remaining portions of this Agreement.

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CLIENT BILLING INFORMATION

NAME

ADDRESS

PHONE NUMBER WITH AREA CODE

CITY, STATE, ZIP

TODAY'S DATE

Chosen Physician:

- Dr. Robert Hanson
- Dr. Jesse Haven
- Dr. Julie Southmayd

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E-Mail Communications

If you wish to receive e-mail communication and texts from your NCH Concierge Medicine physician, please consider the following information about e-mail and text communications and sign the consent to electronic communication below:

I understand that e-mail and texting are not a secure medium for sending or receiving potentially sensitive personal health care information. Although communication between patient and physician are subject to confidentiality requirements of NCH Physician Group and applicable law, NCH Physician Group cannot assure the confidentiality or protection of e-mail and text communications. E-mail or texts sent to NCH Physician Group may be accessed by individuals who are not directly involved in my care (for example, by my employer if my e-mail address is provided by my employer, or by my internet service provider).

I understand that e-mail or texts are not a good medium for urgent or time-sensitive communications. Time-sensitive communications should be handled by direct telephone contact or in person. At the discretion of my physician, e-mail communications and texts may become part of my permanent medical record. I understand that e-mail and text information described above and authorize NCH Physician Group to send electronic mail and texts to me at the following address:

Email: _____

Text: _____

I understand that I can revoke this consent at any time but I must revoke it in writing.

PATIENT SIGNATURE

DATE

If multiple patients...

PATIENT SIGNATURE

DATE

PATIENT SIGNATURE

DATE

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PROGRAM AGREEMENT Schedule of Benefits

The NCH Concierge Medicine Program currently offers the following service amenities which may change from time to time:

- Your NCH Concierge Medicine physician will provide enhanced communication and coordination of your care with other NCH Physician Group physicians and NCH Physician Group services and consult with them, as necessary
- Executive physical and initial health assessment to develop the baseline medical profile to be integrated with individually designed and monitored medical, exercise and nutrition plan
- Access to your NCH Concierge Medicine physician via his/her mobile phone, twenty-four hours a day, seven days a week*, when necessary
- Enhanced access to your physician through E-Mail communication and electronic visits (i.e : FaceTime and Skype) with your NCH Concierge Medicine physician
- Personalized assistance with appointment scheduling and reminders for NCH Concierge Medicine Program and NCH Physician Group and NCH Hospital appointments
- Invitations to health-related presentations by other NCH Physician Group physicians and professionals
- Direct contact with NCH Concierge Medicine staff during regular office hours
- Your physician will have access to Mayo Clinic specialist through e-consults.

**When your NCH Concierge Medicine physician is unavailable, another Concierge Medicine physician will respond to your call*

PAYMENT INFORMATION

****Make All Checks Payable to NCH Concierge Medicine**** Remit payment to the following:

NCH Concierge Medicine

Dr. Jesse Haven, Dr. Robert Hanson
870 111th Avenue North
Suite 9 & 10
Naples, Florida 34108

NCH Concierge Medicine

Dr. Julie Southmayd
311 9th Street North
Suite #306
Naples, Florida 34102

NCH Concierge Medicine

OR if paying by credit card

NAME ON CARD

CARD NUMBER

EXPIRATION DATE

SECURITY CODE (3-digit code on back)

AUTHORIZED SIGNATURE