

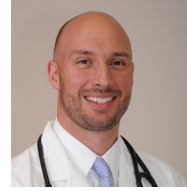
GLENVILLE MEDICAL Concierge Care



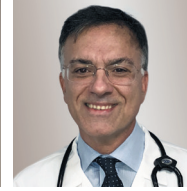
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How our personalized care practice is different.

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

Direct communication with us or to our assistants during business hours. When you call our office there will be no layer of recordings to navigate...only real people to take your call, with a real concern for your health and well-being. All phone calls will be returned promptly, but if you deem your problem "urgent," we will make every effort to speak with you at the time of your call.

Our personal cell phone numbers will be provided to you. For urgent medical problems, you may call our office or contact us directly via cell phone or email. There is always a capable physician available. 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 before you consider a visit to a hospital or urgent care center. However, for true emergencies call 911 first.

Convenient email for non-urgent health issues or questions. You will receive a prompt (usually within 24 hours) response from us personally. Because email communication is not secure, please use discretion when choosing topics to discuss with us via this platform.

Same-day or next business day appointments. With the exception of your Comprehensive Annual Health Assessment, most office visits will be available on short notice.

Extended office hours. Office visits are best scheduled during normal office hours when the full complement of staff is available. However, should you require an occasional visit outside of our usual office hours, we will certainly do our best to reasonably accommodate you.

Little or no office waiting room time, and longer appointments. Office visits will start promptly and we will have more time to thoroughly address all of your questions and concerns at each visit. Annual physical examination appointments will be scheduled for approximately 60-90 minutes and all other appointments for 30 minutes.

Hospitalizations. Should you need to be hospitalized, we will remain involved in your care, communicate regularly with the hospitalist and continue to advocate on your behalf.

Long-distance care. Whether you are on a brief vacation, living some of the year in a second residence or otherwise unable to come to the office, we can offer a "virtual" consultation as determined on a case-by-case basis, at our discretion.

House calls. If you are homebound, the convenience of a house call may be offered at no additional charge beyond an office visit fee. However, the need for each out-of-office visit will be determined on a case-by-case basis, at our discretion.

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 the importance of fitness, weight management and healthy living. In addition to the leading-edge 21st-century clinical services we already offer through our practice, we will assist you in identifying and evaluating wellness providers and offerings. This will support your effort to take an active role in managing and maintaining your good health.

Newsletters focused on topics relevant to your health and well-being or relevant email blasts. We provide a seasonal newsletter on medical subjects of interest or email blasts on current medical issues. Please make sure we have your up-to-date email address.

Travel medicine consultation. We offer guidance on CDC recommended inoculations and/or precautions to be taken while traveling and can usually provide most immunizations.

Comprehensive Annual Health Assessment:

In our ongoing effort 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 each year. This comprehensive annual examination is unrelated to any illness or injury and is included in the annual fee. It will comprise a thorough physical examination and an appropriate array of screening tests based on age, health status and risk factors. Every patient is advised to have an annual evaluation and any related additional tests as may be medically appropriate. Depending on your particular health situation, additional tests (such as specific 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.

The membership fee does not apply to the Welcome to Medicare assessment. Portions of this annual exam and associated tests may be "covered" services under Medicare 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 members are an important part of your experience with our office. They not only have the expertise to advocate on your behalf, but also will assist you in navigating through other aspects of the medical community when necessary.

Insurance Information:

Commercial Insurance Patients

We do not participate as "in-network" providers for any commercial health insurance plans. In order to remain compliant with state regulations, we are obligated to charge a low level visit fee for routine office visits outside of the yearly physical.

As medically indicated, if we refer you to physicians outside of Glenville Medical Concierge Care for any necessary consultations or to facilities for diagnostic tests and hospitalizations, services rendered by these physicians or facilities will be billed by the performing entity. We expect that coverage of services by other providers should not be affected by our insurance status.

Medicare Patients

We will submit claims to Medicare and to your supplemental insurance on your behalf for Medicare-covered services including office visits and immunizations. Patients are responsible for deductibles, co-pays and exclusions in accordance with individual insurance 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. For any patient who may have a Medicare Advantage plan, an office visit fee will be charged and payment will be the responsibility of the patient.

Annual Fees:

Please refer to the Membership Agreement form for membership fees, payment options & instructions.