

Membership FAQs

1. I have been a long-standing patient, does this new structure apply to me?

a. Yes, everyone will be under this new membership.

2. Even if I have a current membership, do I have to update to the new pricing structure?

a. Yes, everyone will be required to select their new membership platform by February 15, 2024

3. When will I be billed for this?

a. Billing is on the 1st of the month.

4. When do I need to submit my Membership form by?

a. By February 1st. If you need to make an appointment for March and beyond, we require you to complete the form prior to you scheduling your appointment.

5. How do I choose which plan is best for me?

a. Depending upon your health needs, how often you feel you need to be seen and how much support your need there are 3 options:

- **Basic membership** is ideal for patients who expect to visit 1-3 times a year and want the flexibility to pay per visit.
- **Plus membership** is ideal for patients who desire routine visits to ensure their health stays on track & plan to utilize supplements to support their health.
- **Our Platinum membership** is tailor-made for patients seeking regular visits and comprehensive support to optimize their well-being. Patients with our Platinum membership benefit from the convenience of discounted supplements and IV treatments that can enhance their health.

6. Are visits with Dr. Kelly included in ANY of the plans?

a. No. If you wish to book appointments with Dr. Kelly, cost is pay per visit. If you are a Platinum member, all visits with Dr. Kelly are offered at 50% off the membership fee rate.

7. What exactly is a Physician Assistant, PA-C and a Nurse Practitioner, NP?

a. Physician Assistants (PAs), Nurse Practitioners (NPs) and MDs have shared responsibilities in patient diagnosis, treatment, care and medication prescription. While they typically work within a medical team, PAs follow the medical model, similar to physicians, while NPs undergo training based on the nursing model, focusing on holistic patient testing, diagnosis and treatment. It's important to recognize that Physician Assistants and Nurse Practitioners possess equal skills and knowledge in their field as doctors.

8. How often can I change my membership since my health goals may shift?

a. You can change your membership one time during a calendar year.

9. Can I put my membership on hold?

a. No. You can either downgrade to Basic membership or cancel membership in which case you would need to complete a Leaving the Practice form.

10. How do I cancel my membership?

a. You must complete a Leaving the Practice form available in the Patient Portal. Once completed, you membership charges will be terminated and you will no longer be a patient of The Spring Center.

11. When do I need to submit my Membership Change form or Cancellation form?

a. Must be submitted 10 days prior to the 1st of the month.

12. Where can I find a detailed description of the memberships and their benefits?

a. <https://intakeq.com/c/UeSicT>

13. If I have insurance, do the monthly fees still apply to me?

a. Yes, patients with qualifying insurance plan or self-pay patients, the monthly membership fees apply. The per-visit membership fee is different between self-pay patients and those with qualifying insurance.

14. Do the membership fees apply to my deductible?

a. No, membership fees are not covered by nor billable to insurance.

15. If I have the Platinum Plan, am I guaranteed an appointment every month?

a. No. Appointments are booked on a first-come, first-serve basis. It is the patient's responsibility to book appointments in a timely fashion and we suggest booking in advance to ensure you are seen as often as you need.

16. If I have questions about insurance coverage, lab testing, who do I direct my questions to?

a. Please direct your billing, pricing and insurance inquiries to our billing department.

Lab test fee questions may be directed to our care team, however, patients should contact their insurance directly to determine what their plans will pay for labs.

17. Can you give me an example of how the new fee structure works?

Example 1:

If you have a **qualifying PPO Insurance** or **Medicare** plan and choose the **Basic membership**:

You pay a monthly membership fee of \$29 not covered by insurance nor can it be used towards deductible.

Visits during the calendar year are as follows:

- \$275 membership fee + copay per visit with Dr. Kelly
- \$175 membership fee + copay per visit with PA/NP

Example 2:

If you have a **qualifying PPO Insurance plan** or **Medicare** and choose the **Plus Membership**:

You pay a monthly membership fee of \$99 not covered by nor can it be used towards deductible.

- You are allotted 4 visits / year with an NP/PA = 1 visit per quarter.
- Additional visits are pay per visit.

Example 3:

If you are a **self-pay** and choose the **Platinum Membership**:

You pay a monthly membership fee of \$249 not covered by any insurance, nor can it be used towards deductible.

- You benefit from 12 visits / year with a NP/PA = 1 visit / month.
- Additional visits with Dr. Kelly offered at 50% off applicable membership rate.