



## MEMBERSHIP AGREEMENT

This Agreement describes the terms of membership with Verde Valley Concierge Medicine.

### 1. Service Amenities

Verde Valley Concierge Medicine Membership provides premier service amenities available in Arizona. The service amenities currently offered by Verde Valley Concierge Medicine Membership are listed on the attached schedule of benefits, which are subject to change.

### 2. Consultation and Fee

3+ hour of executive history including physical and ***follow up visit to discuss labs after initial treatment plan***. The consultation fee is \$400 - \$600 and is based on the complexity of the case. If the initial visit is billed to insurance, you will receive a \$125 credit towards the consultation fee. The fee for the consultation is separate and does not apply to the membership fee nor toward insurance co-pay. 20% off MSRP for all dispensed prescribed supplements for the first visit.

### 3. Phone Etiquette

We have several forms of communication to best care and support all patient needs to our best ability. For the process to be the most effective, following the proper channels is of utmost importance. Please note the following forms of communication:

#### All Patient Access:

Office: (928) 852-4540

Office email: [office@vv-cm.com](mailto:office@vv-cm.com)

Doctible Text Messaging: (928) 693-4823

*The methods above serve best for: Prescription refills ▪ supplement order ▪ routine health questions ▪ scheduling appointments ▪ non-urgent and urgent questions.*

Jason's email: [jason.keable@vv-cm.com](mailto:jason.keable@vv-cm.com)

**Concierge phone line is a benefit of Basic, Premium Plan & Modified Premium Plan Members only.** Use for urgent, medical, and clinical matters 24/7. Members, please utilize the concierge line for urgent matters, acute illness, or to report a health concern or question. We also ask if referring a non-patient to our practice, please provide them with the office phone number listed above.

*Examples of Urgent Care related questions and concerns: Side effects/medical reactions ▪ Acute wound care/injury ▪ Possible blood clot ▪ Shortness of breath ▪ Head injury (concussion)*

*Examples of Acute Illness: Ear infection ▪ Pink eye ▪ Fever ▪ Nausea/vomiting/diarrhea ▪ UTI ▪ Sore Throat/Strep*



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**4. Membership Plans & Annual Fees**

VVCM 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:***

a. **Essentials Plan** includes:

- 20% off MSRP for all prescribed only dispensed supplements
- Initial and continuous research time. Provider to provider discussion of your case if applicable.
- No access to the provider after hours or on weekends. Messages are returned within 24 hrs. of the next business day.
- 2 same day (urgent only) appointments are included, otherwise an additional \$30 fee.
- Subsequent visits will be billed to insurance and require all applicable co-pays, or \$50 per 15 minutes for self/cash pay.
- All fees due at time of service

*Best for those with no or few health issues and if just needing a PCP for routine care.*

**Essentials Plan:** \$600 per year if paid in full, or \$50 per month in addition to initial consultation fee of \$400 - \$600 (consultation fee based on complexity of case). Visits will be standard insurance billing or \$50 per 15 minutes for self/cash pay. Includes 2 same day appointments and 20% off supplements.

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PATIENT NAME

\_\_\_\_\_  
DATE OF BIRTH

**Additional Family Consultation: 20% off**

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PATIENT NAME

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DATE OF BIRTH

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PATIENT NAME

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DATE OF BIRTH



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b. **Basic Membership Plan** (Hybrid Concierge and Direct Primary Care) includes:

- Annual executive history and physical.
- Co-pays are not included in your basic-plan fees. Subsequent visits will be billed to insurance, Medi-share, or charges of \$40 per 15 minutes for cash pay.
- 20% off MSRP for all Rx only dispensed supplements (little above cost)
- Initial and continuous research time. Provider to provider discussion of your case if applicable.
- Access to provider after hours and on weekends for urgent care, same day appointments
- Very competitive transparently priced services and procedures due at time of service

*This plan is best for patients who do not need more than 5 visits a year or have a low-deductible insurance plan and want immediate access to their provider versus relying on the ER and Urgent care. Best for most patients.*

**Individual Adult Basic Membership:** \$1,600 per year if paid in full, or \$135 per month in addition to the consultation fee of \$400-\$600 (consultation fee based on complexity of case).

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PATIENT NAME

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DATE OF BIRTH

**Additional Family Adult Basic Membership: 20% off**

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PATIENT NAME

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DATE OF BIRTH

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PATIENT NAME

\_\_\_\_\_  
DATE OF BIRTH



**MEMBERSHIP AGREEMENT**

c. **Premium Membership Plan & Modified Premium Plan** (A Comprehensive Direct Primary Care Model) includes:

- Annual executive history and physical.
- Initial and continuous research time. Provider to provider discussion of your case if applicable.
- Up to 10 additional visits a year (*for 'Premium' membership only*). Unused visits do not roll over to the following year.
- Access to provider after hours and on weekends for urgent care, same day appointments
- 15% off Extracorporeal Blood Oxygenation and Ozonation (EBOO)
- 30% off for Hyperbaric Oxygen Therapy (HBOT)
- 40% off MSRP for all Rx only dispensed supplements (at or below cost)
- 50% off additional visits and services including IV infusions, suturing, wound care/repair, and house calls.

*This plan is best for chronic multisystem disease sufferers with high deductible insurance plans or cash pay. Insurance is not billed except if required by law.*

**Individual Adult Premium Membership:** \$2,500 per year if paid in full, or \$210 per month in addition to the consultation fee of \$400-\$600 (consultation fee based on complexity of case). This plan is for insured patients ***not billing insurance for any visits.***

**Individual Adult Modified Premium Membership:** \$2,100 per year if paid in full, or \$175 per month in addition to the consultation fee of \$400-\$600 (consultation fee based on complexity of case). The modified plan is for insured patients ***billing insurance for all visits.***

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PATIENT NAME

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DATE OF BIRTH

**Additional Family Adult Premium Membership: 20% off**

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PATIENT NAME

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DATE OF BIRTH

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PATIENT NAME

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DATE OF BIRTH



## MEMBERSHIP AGREEMENT

### 5. Payment of Annual Fee

The Annual Fee covers a 12-month membership, starting at the date of first encounter (visit), or other mutually agreed-upon date, which is renewable annually upon payment of the Annual Fee or the 13th monthly installment. ***The minimum membership level and price for remaining a patient at VVCM is \$600 per year or \$50 per month.*** To remain in good standing, members must remain current on fees.

#### *Health Care Services Excluded from Annual Fee*

The Annual Fee covers the cost of the service amenities and does not cover the cost of health care services other than those delineated in the various membership levels. Patient (or patient's insurance company) will be financially responsible for all health care services received from Verde Valley Concierge Medicine. Verde Valley Concierge Medicine will bill patient's health care insurance for those health care services furnished and covered by such insurance. Patient is financially responsible for any health care services received not covered by insurance.

\*If agreeing to cash-pay or self-pay transparent reduced pricing, patient is forbidden from submitting past visits to insurance to help meet a deductible later in the year. The codes used for direct primary care are not compatible with standard CPT billing codes and VVCM will not revise past charts to make the visit reimbursable by insurance\*

### 6. Co-Payments and Non-Covered Services

Medicare and private insurance companies require Verde Valley Concierge Medicine to collect applicable co-payments and other charges from patients for health care services. Member will be financially responsible for the following charges, which are not part of the Annual Fee:

- Co-insurance/copay or deductible for any health care services received; and
- Charges for health care services or therapeutics not covered by health insurance.

### 7. Termination

Member (patient) may terminate this Agreement and his/her participation in Verde Valley Concierge Medicine at any time for any reason upon 45 days prior written notice. Verde Valley Concierge Medicine may terminate this Agreement and member's participation in the Program upon 30 days prior written notice – if any of the following occur (a) failure to pay the Annual Fee or Monthly Installment or charges for health care services when due, (b) failure to abide by the terms and conditions of your insurance coverage (if applicable), (c) failure to abide by the policies of the Verde Valley Concierge Medicine Program, (d) failure to comply with medical therapies or to follow up with lab work/tests when recommended, or (e) death of the member. With thirty (30) days prior written notice, upon termination, Verde Valley Concierge Medicine will refund a pro-rated portion of the Annual Fee or Monthly Installments based on number of days member participated in the program. If the member is not happy with the Premium or Basic concierge plan services within one week of follow up appointment and wishes to cancel, he/she may receive a full refund. Member may only downgrade plan level once within a rolling 12-month period. Member may upgrade plan level at any time, but effective time of benefits may not commence for up to 72 hours after request is made.



**MEMBERSHIP AGREEMENT**

**8. Program Modification/Discontinuation**

Verde Valley Concierge Medicine may modify the Verde Valley Concierge Medicine Program at any time, including adding or eliminating service amenities or medical providers. If the patient no longer wishes to participate in the Verde Valley Concierge Medicine Membership after any such modification, participation may be terminated in accordance with Section 7.

**9. Provisions**

This Agreement supersedes any prior written or oral agreements between member and Verde Valley Concierge Medicine relating to participation in the Program. Jason Keable, AGACNP-BC and Owner of Verde Valley Concierge Medicine retains the sole right to alter the terms of this agreement on a case-by-case basis. This Agreement shall be governed by and construed in accordance with the laws of the state of Arizona 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.

By signing below, patients acknowledge that they understand this agreement and all conditions. Signature below does not bind membership levels or consultation; only as an active/current patient status and membership levels may be cancelled or changed in accordance with section 7.

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\*PATIENT NAME

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DATE OF BIRTH

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PATIENT SIGNATURE

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DATE

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\*PATIENT NAME

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DATE OF BIRTH

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PATIENT SIGNATURE

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\*PATIENT NAME

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DATE OF BIRTH

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PATIENT SIGNATURE

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DATE



## MEMBERSHIP AGREEMENT

### *Schedule of Benefits*

The Verde Valley Concierge Medicine Membership currently offers the following service amenities which may change from time to time:

- Executive physical and initial health assessment to develop the baseline medical profile to be integrated with individually designed and monitored medical, lifestyle, and nutrition care plans.
- Research time built in so your provider can become an expert on every case, filling multiple specialist roles.
- Access to Verde Valley Concierge Medicine provider via his/her mobile phone (for Basic and Premium and Modified Premium plans only), outside office hours, seven days a week\*, when necessary. This is designed to reduce / eliminate Urgent Care and Hospital visits.
- Enhanced access through E-Mail communication, text, phone, house calls, same and next-day scheduling, and electronic visits with your Verde Valley Concierge Medicine provider
- Personalized assistance with appointment scheduling and reminders
- Direct contact with Verde Valley Concierge Medicine staff during regular office hours
- Convenience of in-office non-pharmaceutical Rx dispensary for supplements
- Service availability includes IV therapy, Hyperbaric Oxygen Therapy (HBOT), Extracorporeal Blood Oxygenation and Ozonation (EBOO), wound care / repair, foley catheter insertion, disimpaction of ear wax, and genetic / functional medicine optimization, etc.
- Transparent visit, procedure, and services pricing for cash pay patients, and standard insurance fee-for-service pricing.

\*Jason Keable, AGACNP-BC may be unavailable from 10PM – 6AM each night. At other times, Jason Keable, AGACNP-BC will respond to your message within 3 hours, but usually instantly in real time. It is up to the provider's discretion to return non-urgent after-hours messages on the next business day. There will be no more than 4 weeks out of each year that patients may not have access to a provider in person (in the case of vacation, traveling, or CME conferences). Arrangements will be made and communicated with advanced notice as to which qualified local provider or RN is covering for Verde Valley Concierge Medicine Membership patients. Emergencies and unplanned events do happen, and Verde Valley Concierge Medicine is not responsible for any resulting adverse outcomes outside of our control.

If at any point Verde Valley Concierge Medicine is rendered unable to perform services outlined in the agreement (death of the provider, severe fire damage to office, etc.) all membership patients shall be entitled to a prorated refund.

### **PAYMENT INFORMATION**

**\*\*Make All Checks Payable to Verde Valley Concierge Medicine. Cash and all Credit Cards also accepted\*\***

Remit payment to the following at the time of your visit:

Verde Valley Concierge Medicine: 203 S Candy Ln., Suite 1A, Cottonwood, AZ 86326