

Dear Valued Patients,

On behalf of DrV Medical, I want to thank you for entrusting me and my medical team to be your primary care providers. Your health and well-being are our top priorities, and we are committed to continue to meet your expectations for exceptional care and service. It's with this commitment in mind that I write to you today.

Over the past years, the cost of running a medical practice has escalated rapidly. We and other private medical practices are dealing with steep challenges beyond our control. In the face of relentless and diminishing insurance reimbursements, we face escalating management costs in an increasingly complex and demanding administrative landscape. These forces have compelled some private practices to merge into large, corporate-run hospital groups, to curtail services, or sometimes even to close.

To address these challenges, we have reached a difficult decision. Starting January 1st, 2024, DrV Medical will introduce an Annual Administrative Fee. This Annual Fee will cover certain services not covered by health plans and insurance companies that are integral to our practice.

This decision has not been made lightly, as we recognize that additional financial obligations can be distressing. Unfortunately, we have arrived at a juncture where the implementation of the Annual Fee is needed for the continued long-term operation of our practice at a level of service and access that you have come to expect and depend on. This Annual Fee is to support the broad spectrum of personalized, non-covered services that our support staff provides you, as they navigate the growing burden of non-reimbursable administrative tasks and insurance demands.

The Annual Fee will enable us to offer, enhance, and keep investing in the support for the following non-covered services:

- **Licensing of our Patient Portal and Healow app**, which facilitate faster and improved patient-provider online communication.
- **Enhanced Care Coordination** with outside consultant physicians of your choice.
- **Forms and Letters Without Additional Charge**, streamlining your administrative needs.
- **Medical Records Transfer Without Additional Charge** to our patients, facilitating seamless information sharing.
- **Online Check-ins and Appointment Request**, utilizing the Healow app for convenient appointment management.
- **Online Access to Laboratory Results and Medical Records**, to empower you with easy and secure access.
- **Online Access to Medical Bills**, featuring a straightforward online payment function.
- **Re-submission of Bills to Insurance**, minimizing out-of-pocket costs, where appropriate.
- **Expedited preparation and submission of Appeals**, ensuring prompt processing for non-formulary medications wherever appropriate.

In addition to these measures that are covered by the Annual Fee, our practice will offer you urgent appointments to help you avoid costly Urgent Care and ER visits. We will continue to offer **Virtual Visits (Televisits)** to enhance your convenience and flexibility in care. We will maintain our **'one-stop-shop' approach with in-office blood draw and imaging services**, providing an expedited pre-authorization submission process for your imaging tests (for PPO and Medicare only).

About the Annual Fee:

There will be no changes in our current utilization of your medical benefits for medical services, appointment policies, co-payments, deductibles, and co-insurance. The Annual Fee is an additional charge beyond your regular insurance payment for services rendered that is specifically addressed to non-covered services, and unfortunately, it will not be covered by your insurance, even if you have government issued insurance.

The new **Annual Fee for individual patients** is **\$500** annually. For same-household couples, the fee is **\$900** annually.

The Annual Fee is due on January 1st, 2024, and will be collected at your first visit of the year. It will be due every January 1st thereafter. You don't have to pay it up front and it won't be automatically charged to your card every year.

Please note that the Annual Fee is non-refundable, and will not be reimbursed or pro-rated should you choose to conclude your association with our practice before the 12-month period concludes.

If you find it challenging to afford or choose not to pay the Annual Fee:

To ensure uninterrupted care, our team will continue providing all services until a grace period extending to February 1st, 2024. During this period, we'll refill your necessary prescriptions and see you for visits even if the Annual Fee has not been paid, allowing you time to seek alternative care. Referrals to other primary care providers will also be provided.

If your inability to pay the Annual Fee is due to financial hardship, we encourage you to reach out to us at drvannualfee@suite401medical.com. We will carefully review your case and explore options to offer a discount based on your unique circumstances.

New Patients:

For new patients, the first Annual Fee will be prorated based on the month of your first visit. New patients will not be required to pay the Annual Fee before the first appointment. If following your first visit, you find our practice to be a good fit for your ongoing care, the Annual Fee will be payable at the conclusion of your first visit or, at the latest, in advance of your second visit. Thereafter, the Annual Fee will be due on January 1st each year.

I am sincerely grateful for your understanding and continued trust in our practice. If you have any questions or concerns or wish to learn more about the Annual Administrative Fee, please review our Frequently Asked Questions at www.drvmc.com/policies before reaching out to us via phone or email.

Wishing you continued health and well-being,

Dr. Koppány Visnyei / DrV

Director, DrV Medical