

Ann L. Mai, M.D. and J. Stephen Wikle, M.D.  
4950 Barranca Parkway, Suite 207  
Irvine, California 92604  
(949) 262-9700

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To Our Valued Patients:

You are likely aware of the many changes that have developed over recent years to the practice of medicine. Our practice has been forced to absorb increased requirements and demands from the insurance industry that have led us to make a significant change to our practice model so we may be able to continue to offer the highest quality care possible.

We are inviting you to participate in one of our new practice models. Starting October 1, 2015 we will be offering a **Direct Primary Care** program and a **Full Concierge** program to our non-HMO patients (this includes PPO plans, Medicare and cash paying patients). HMO patients' access to our office will remain unchanged.

These changes will allow us to offer improved access for same-day or next-day appointments, and longer visits when needed. The **Direct Primary Care** program includes all of the fees we have previously assessed such as medication prior authorization fees, form fees, lost order fees as well as e-mail access to their doctor. Our **Full Concierge** patients will benefit from enhanced communication directly with their doctor, personalized coordination of specialty referrals and hospital care, and a unique personalized annual physical exam that will include nutritional counseling. Patients in our **Full Concierge** program will have FaceTime or Skype access to their doctor if they are unable to come to the office.

We ask that you decide on this offer within thirty days after your visit. Please feel free to contact us if you have any questions. If you choose not to participate, we will forward copies of your medical records to a new provider.

We look forward to your participation and the privilege of continuing to provide you the best healthcare possible.

Sincerely,

Ann L. Mai, M.D.

J. Stephen Wikle, M.D.

## **Frequently Asked Questions**

**What is the annual fee?** The current annual fee for the Direct Primary Care is \$300 for those age 30 and under, \$400 for ages 30-49 and \$500 for those 50 and older. The Full Concierge annual fee is \$2,000. Fees are subject to change.

**What does this fee cover?** The Direct Primary Care fee covers all of our previously assessed fees including medication prior authorizations, forms, lost orders as well as recently mandated forms for imaging and physical therapy prior authorization.

**I am an existing patient, what will happen to me?** As an existing patient, you will be offered the first chance to sign up for membership, before any outside or new patients are enrolled. Enrollment to both programs will be limited. Signing up to be a member of the practice requires a patient application and agreement form as well as the payment of the annual fee listed above.

**What happens if I don't want to join?** If you choose not to join, your health care will be transferred over to a doctor of your choice, along with your medical records, providing there is written consent to transfer your records. There will be a \$35 charge, as record copying is outsourced to a third party vendor.

**If I sign up with you, do I still need medical insurance?** Yes, you still need insurance, as we will continue to bill your medical insurance. Your normal copayments apply, as well as deductibles, etc. A private membership/concierge practice is not a substitute for medical insurance, and cannot be billed to medical insurance.

**How do I get a patient application and agreement form?** Go to [annmimd.com](http://annmimd.com) or [drwikle.com](http://drwikle.com) and download the forms. You can also call our office at 949-262-9700.

**What are my payment options?** You can pay by check or credit card. Full payment is due with the application, and will be billed annually. If we have your credit card information on file, it will be used for annual payments going forward unless you notify us otherwise.

**Is the annual fee tax deductible?** If your company has an HSA you may be able to receive reimbursement for your annual payment. Please talk to your tax advisor/employer about this.

**What if I am on an HMO or switch to an HMO?** HMO patients are not charged this fee. If you have questions about HMO plans - please ask your doctor.