

## Member

### Services Guide

Thrive Direct Health Care provides clinic and home based primary care services to its members. Members may schedule appointments as needed for preventative care such as yearly exams, chronic disease management, and in-office procedures. Same or next-day appointments are available for minor injuries and acute illnesses and urgent needs. We have several DPC Membership plan options which include, **Youth, Wellness, Youth Wellness PLUS, Wellness, Wellness Plus, Functional Medicine DPC Membership, and Chronic Pain Membership**. All memberships have an option for a family maximum per month. There are other non-DPC services available to add on additional benefits to the membership such as Functional Medicine, Advanced Hormone Consults, Health Coaching services and IV nutritional packages which are available for additional fees or monthly add on fees as directed. Direct Primary Care Membership services are not an insurance plan. See page 5 for a summary of each membership plan and included benefits.

*The following is a list of included services available at different levels of membership. Effective January 1, 2021 for oncoming members and March 1, 2021 for existing members.*

Youth Wellness and Adult Wellness Membership: The average patient uses basic services approximately four times per year and covers basic primary care and urgent care situations and increases access to your health care team.

Youth Wellness Plus and Adult Wellness Plus Membership: for those who need additional support or increased access to your provider. Includes everything in the Wellness Membership with additional benefits.

Functional Medicine DPC: Includes everything in the Wellness plan with additional longer visits for a root cause approach with co-pay for these types of visits. Additional fees apply for access to affordable mental health.

## Preventive and Wellness Care

Promotion of a healthy lifestyle and healthy behaviors are our goal at Thrive Direct and each visit will include ways to manage wellness. An annual wellness exam with recommendations/referrals for screening tests and procedures in accordance with national clinical care guidelines are included. These screening tests and procedures are not covered by your membership fees and based on cash rates per the third party or billed to your insurance carrier. Third party fees are handled by the third party (ie, PAP smears, Colon cancer screening, Chest X-Rays and CTs, etc) and are not guaranteed and may be subject to change. We advise calling ahead or asking for fees prior to services.

## Urgent Care and Treatment

Evaluations for illnesses or injuries that do not require emergency or specialist care, but are commonly addressed in an outpatient primary care office, are included with a max of **5 visits\*\* per membership year**.

**Additional urgent/acute or wellness visits are then 50% off walk-in rates.** When there is a supply or laboratory analysis cost associated with a procedure you will be informed in advance or refer to the *a la carte* menu for current menu pricing for members. Provider notes for missing school, work or travel are included in membership. All other special forms, FMLA and applications will have a scale of \$10-25 depending on extra time needed to complete paperwork. Please allow up to 10 business days for completion and provide plenty of notice.

**\*\* No carry over from year to year**

## Chronic Disease Management

Ongoing care is provided for diseases like high blood pressure, diabetes, COPD or asthma (etc), with the goal of improving quality of life and reducing complications. If specialist care is needed, appropriate referrals will be made. The cost of specialist care is not included in the membership fee. Some specialists may have reduced their cash pay option to assist in lowering your health care costs. Pain Management is a specialty of Dr. Brianna Wilson's training and is provided with membership only related to the higher liability and need for increased management needs for patients with chronic pain. **Chronic Pain Membership is an additional \$100/mo or a stand alone membership option.** See Chronic Pain Membership addendum.

## Mental Health Counseling

The following membership plans offer affordable access to a mental health counselor through Skagit Counseling Center in Mount Vernon, WA. Youth PLUS Membership (adolescents only at this time), Wellness Membership, Wellness PLUS Membership, and Chronic Pain Management. Functional Medicine DPC Membership will need to opt-in to receive discounts (+\$25/month). Discounted membership rates apply to 60 or 90 minutes sessions as an individual or as a couple/family. Superbill can be provided to claim reimbursement from your commercial insurance plan.

## Coaching Sessions: Health/Life/Nutrition/Exercise

Coaching is a unique opportunity to get help in structuring personal goals to help you to keep moving forward. Members participating in the adult PLUS membership get the opportunity to receive Coaching in any or all areas from a certified coach who holds multiple certifications in health, life, nutrition and exercise. Appointments are held virtually for 1 hour long sessions and can be as frequent as you need. The Wellness PLUS Membership includes 6 sessions per membership year (12 months required). Additional sessions for PLUS membership are \$25 or 12 sessions for \$275 (package includes email and text

## In-Office Procedures and Diagnostics

To aid in diagnosis or treatment, procedures such as skin biopsy procedures, freezing of benign skin lesions, breathing treatments, fracture treatment, drainage of abscess, stitches, etc., are sometimes performed. When there is a supply or laboratory analysis cost associated with a procedure you will be informed in advance or refer to the *a la carte* menu for current pricing. To receive some of the diagnostic tests included in membership at no cost, **the member must hold membership for at least 6 months out of each year.** These are only included in the Youth PLUS Membership and requires a minimum of 6 months membership or a temporary increase in dues for 6 months. Should membership be canceled in less than 6 months, the member pricing on the *a la carte* for the diagnostic testing or procedure fee will be added to the last month of the membership fees or deducted from prepaid memberships.

Advanced diagnostics (ie., Sleep Apnea Home testing, spirometry, electrocardiogram (EKG)) are available at membership discount after the minimum 6 month membership timeframe has passed. Advanced Diagnostics are noted in the *a la carte* menu with a "A-test name." These advanced diagnostics are included in the adult Wellness PLUS membership.

## Laboratory Testing and Imaging

We have negotiated for our member patients greatly reduced lab prices with a national reference laboratory. Often these prices are up to 90% off of the insurance based price. We will always tell you in advance what you will pay for these labs and lab fees are due at the time of service. Lab results are available by phone, standard texting, secure texting, in person, or on our secure patient portal.

As part of your **membership (adults only)** you will have access to a yearly screening of the following labs: **CBC (blood count/size/shape), CMP (kidney, liver, electrolytes), and Fasting Lipid Panel.** To receive this benefit you must hold membership for at least 6 months in any given year. Should membership be canceled, the cost of the labs will be added to the last months of service membership fee or deducted from any memberships paid in advance. Additional labs are available and you can refer to the *a la carte* menu for current membership pricing of the most common labs. Other labs are available besides what is listed or can be requested. Should you wish to use your current insurance coverage, Thrive Direct is not responsible for any co-pays or if labs are not covered. Annual membership labs are not included in children's membership and are offered at the member pricing. The Wellness PLUS will include additional labs noted below.

Special lab tests through third parties are available at wholesale cost and some options include epigenetic testing, food sensitivities/environmental allergies, micronutrient testing, mold exposure, stool analysis, heavy metal testing and comprehensive hormone evaluations. There is a \$25 administration fee for each special test performed. As an option, you may replace the special test fee with the yearly annual membership labs. This is again available once every year.

Diagnostic imaging services can be billed to insurance. Diagnostic imaging can also be referred to cash based imaging centers and affordable imaging is available should cash price be paid upfront to the imaging facility directly. Pricing is given to patients at the time of visit before referral is made. Pricing is subject to change and it is recommended you call ahead to confirm pricing.

## Prescription Pharmaceuticals

In addition to standard prescriptions which can be sent electronically to your pharmacy for payment either by cash or through your insurance, common generic medications will be available and dispensed in our office directly to you at wholesale prices. Medications can likely be ordered if they are not in stock. We recommend downloading the GoodRx app for discounted prices through large major pharmacies to bring you additional cost savings on prescriptions. *I do not carry or dispense controlled substances, including opioids, from the clinic.* For refills allow 48 hours for processing. Request via your pharmacy unless filled directly with Thrive Direct. If it is a controlled substance refill request, notify Thrive Direct by the below methods no earlier than 48 hours prior to pick up date to allow sufficient time for processing. Medications dispensed from the clinic are not guaranteed to always be in stock. Please plan accordingly.

## Immunizations

Tdap is available in the clinic for an at cost price. We will advise adults and children of the other recommended vaccines, but they will not be available in the office due to the cost of each vaccine beginning around \$100 each and only available to purchase in packs of 10. Local pharmacies are able to provide routine adult vaccinations and orders can be sent to obtain at these locations and the fees will be determined by the third party pharmacy. There will be no reimbursement for these vaccines administered outside the

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office.

Should you have insurance you may use this benefit at any pharmacy with stock per arrangement of your insurance carrier. Childhood vaccines are a little more difficult for pharmacies to do (unless age 7 or above) but we can help come up with a plan should the need arise. I provide detailed risk vs benefit on the use of immunizations and can also provide medical and religious exemptions if needed at no additional cost.

## Housecalls\*\*

- Ages 0-18 House calls are included in the Wellness Youth PLUS membership only and at \$50 each for the Wellness group. First youth gets 2 house calls and each additional Youth PLUS member adds 1 additional housecall to the family.
- Ages 19-45 Single participant has the benefit of 2 house calls per year.  
Couple: 3 house calls.
- Ages 46- 64 Single participant has the benefit of 3 house calls per year.  
Couples: 4 house calls
- Ages 65+ (non-Medicare part B): Single participant 8 house calls per year.  
Couples: 12 house calls

### Specialty Services

- Specialty Pain Management only: Single participant has the benefit of 2 house calls per year.  
If Primary Care add on: additional house calls noted above

**\*\* No carry over from year to year**

I make house calls (within a specified geographical area) if necessary and during specific days of the week unless it is an urgent need. There will be a \$15 charge for home visits after 6PM.

## Discounts

Discounts on memberships are provided to

- Families according to family max plans stated above
- Active Military or Veteran receive \$5 off per month
- Foster Parents receive \$5 off per month per adult - including family max fees
- Teachers receive \$5 off per month
- College students and adult learners

## Summary of Membership Plans

See Membership fee worksheet for current prices

### Member Service Guide - Youth Wellness Membership Plan

#### For Youth ages 13 months - 18 years old

- Annual Wellness exam
- Sports Physical Exams
- Primary Care and Chronic care management
- Includes 3 acute need or wellness visits (in person or telemedicine) and additional appointments at 50% off walk in rates.
- Expanded and relaxed visits for all ages addressing common primary care concerns and urgent care needs.
- 24/7 access to the provider via phone/text/email. *Urgent needs only after business hours*
- Same day and next day scheduling for urgent needs
- Member discounts on diagnostics & procedures. (Free urinalysis)
- Convenient medication refills and in office dispensing
- Wholesale cost for in-clinic lab draws if needed
- Low cost access to radiology and imaging services

Does not include:

- House calls which are \$75 each
- After hours visits \$50 each

### Member Service Guide - Youth Wellness PLUS Membership Plan

#### Includes all of the Youth Wellness Membership Plan as above

- PLUS ~ Unlimited in person or telemedicine appointments. This plan is necessary from **0-12 months of age**. *This PLUS plan is great if you foresee the need for more than 3 acute visits as detailed above*
- PLUS ~ House calls: Each youth member on this plan get 2 house calls
- PLUS ~ After hours visits and additional house calls with only a \$15 surcharge
- PLUS ~ In-office diagnostics and procedures such as casting and sutures are included.

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- Mental Health Counseling access at greatly reduced fees (NEW) - Intake Assessment \$100
  - \$50/60 min session (couples/family at \$75)
  - \$75/90 min session (couples/family at \$90)
  - Available by text through our secure messaging platform Spruce

## Member Service Guide - Wellness Membership Plan

- Annual wellness exam with free annual labs\*\* (CBC, CMP, Fasting Lipids)
- Primary Care and Chronic care management
- Includes 5 acute need or wellness visits (in person or telemedicine) and additional appointments at 50% off walk in rates.
- Expanded and relaxed visits for all ages addressing common primary care concerns and urgent care needs.
- 24/7 access to the provider via phone/secure text/ email. *Urgent needs only after business hours*
- Same day and next day scheduling for urgent needs
- House calls as defined per plan
- After hours visits and additional house calls for \$15 surcharge
- Mental Health Counseling access at greatly reduced fees (NEW) - Intake Assessment \$100
  - \$50/60 min session (couples/family at \$75) (Normal fee for Thrive Direct Patients \$100)
  - \$75/90 min session (couples/family at \$90) (Normal fee for Thrive Direct Patients \$130)
  - Available by text through our secure messaging platform Spruce
- Includes doctors notes for school, work and travel. Additional forms have a small surcharge depending on complexity of forms (ie FMLA, Disability etc) .
- Free in office basic diagnostics & procedures\*\*
  - Member discount on Advanced Diagnostics
- Free education services for classes and workshops (NEW)
- Convenient medication refills and in office dispensing
- Wholesale cost for in-clinic lab draws
- Low cost access to radiology and imaging services

\*\*Membership minimum for benefit requires 6 month membership otherwise membership discount applies at time of cancelation and service fees are due at time of cancelation.

## Member Service Guide - Wellness PLUS Membership Plan

### Includes all of the Wellness Membership Plan as above

- PLUS~ Unlimited visits for primary care and urgent care needs. *Great for patients who need more frequent check-ins or more than the 5 visits per year in the Wellness Plan.*
- PLUS~ Additional set of basic membership labs for bi-annual review<sup>^</sup>. In addition you will receive a **Vitamin D<sup>^</sup>** and an **A1c<sup>^</sup>** covered once per year;
- PLUS~ Includes advanced procedures and diagnostics
- PLUS~ Free Sleep Apnea home diagnostic test<sup>^</sup>, spirometry<sup>^</sup> (one every 2 years) and EKG\*
- PLUS~ No fees for special forms needed (ie., FMLA)



- PLUS~ 6 health coach sessions per year^ with additional visits at \$30 per session.

^Membership minimum for benefit requires a full year of membership otherwise membership discount applies at time of cancelation.

\*Membership minimum for benefit requires 6 month membership otherwise membership discount applies at time of cancelation.

### Member Service Guide - Family Maximums

#### Family Wellness Plan

- Includes the Wellness Plans as noted above
- Family with parent ages up to age 45 is \$200/mo
- Family with parent ages over age 46 is \$225/mo

#### Family Wellness PLUS Plan

1. Start with your max plan above
2. Add an additional \$25 per youth in household receiving the PLUS membership
3. Add an additional \$85 per adult in household receiving the PLUS membership

### Member Service Guide - Functional Medicine Primary Care Membership Plan

#### Includes all of the Wellness Membership Plan as well as

**\*Exception~ This does not include the mental health counseling access**

Functional Medicine sessions directly with Dr Brianna for a discounted rate as follows

- 30 Minutes (\$50/session) - In person or by video/phone
- 60 Minutes (\$75/session) - In person or by video/phone
- Individualized notebook with inserts organized by root problems and topics of health interest.
  - Includes nutritional assessment and plans

Functional Medicine sessions aim to dig deep to find the root cause of symptoms or disease states to begin a supportive plan to begin healing. This is a different approach to the standard medicine approach and as a Functional Medicine provider there is additional training and certification needed to learn this approach.

Add-on:

- \$25/mo for Mental Health Counseling access at greatly reduced fee
  - \$100 Intake Assessment for an hour
  - \$50/60 min session (couples/family at \$75)
  - \$75/90 min session (couples/family at \$90)

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- Available by text through our secure messaging platform Spruce

*Ask if a family membership maximum is needed with a member on this plan for pricing.*

## Chronic Pain Membership

### Available as a separate membership or add on to any membership

- Unlimited in person or virtual visits.
- Expanded and relaxed visits for all ages addressing common primary care concerns and urgent care needs.
- 24/7 access to provider via phone/text/ email. *Urgent needs only after business hours*
- Same day and next day scheduling for urgent needs
- House calls: 2 per year
- After hours visits and additional house calls for small surcharge
- Mental Health Counseling access at greatly reduced fees - \$100 Intake Assessment
  - \$50/60 min session (couples/family at \$75)
  - \$75/90 min session (couples/family at \$90)
  - Available by text through our secure messaging platform Spruce
- Includes doctors notes for school, work and travel. Additional forms \$10-25 depending on complexity of forms (ie FMLA, Disability etc) .
- Free in office basic diagnostics & procedures according to pain diagnosis
  - Free EKG, Drug Urine screening, trigger point injections, steroid injections
  - Member discount on other non-pain diagnostics & procedures and advanced diagnostics
- Convenient medication refills and in office dispensing
- Wholesale cost for in-clinic lab draws
- Low cost access to radiology and imaging services

As a pain member, you have access to me practically 24/7 with my cell number that you can call or text when pain flare ups or is not being well controlled with current management. **Given this access, there is no reason for overusing your medications, requesting frequent early refills or other aberrant behavior as noted in the agreement. When these behaviors are noted it is typically grounds for opioid prescribing dismissal.** It often takes 1-2 slip ups to become more responsible with your pain medications and controlled substances and my model of health care is different with increased access which allows this process to happen more quickly (and hopefully not at all) . Aberrant behavior creates added risk to you as a patient, an increased workload for myself and my staff and it also increases risk to my license and practice. **Therefore, if aberrant behavior is noted as set forth by the signed opioid agreement or other obvious aberrancies, there will be a monthly membership increase by \$50/month for up to 12 months duration per occurrence.** Should steps be made to correct the issues or a noticeable change in responsibility with controlled substances is seen then your membership dues will decrease back to baseline.



### Student Providers

Our clinic occasionally hosts student providers. We assist students in fulfilling their clinic hours by having them assist in assessing and documenting patient conditions. If we are hosting a student during your appointment you will be asked permission for the student to participate prior to your appointment. You have the right to refuse student participation in your visit and you will only see your primary care provider.

### Care Outside of the Office

Except for unexpected situations, your provider will be available to you through the following with the addition of secure video communication. Please use this list in order of urgency. If there is a medical emergency please call 9-1-1

1. Online patient passport (non-urgent): allow 24 hours for response (exception: Saturday).
2. Email (non-urgent): allow 24-48 hours for response.
3. Texting: Will be responded to within 24 hours unless urgent. Access to a secure HIPAA compliant app will be provided upon registration. This app is a great tool to send PDFs and photos securely. You will also receive an evisit form when appropriate.
  - Text **non-urgent** needs/refills between the hours of 8am and 4:30 pm Sunday-Friday while she is attending to routine patient needs from the office. *Please avoid non-urgent texts between 10pm-8am and on Saturdays.*
  - If it is **urgent** please feel free to text or call with a message anytime until 10:00pm or on Saturdays. The provider will respond to more urgent text messages after hours if they are triaged as urgent.
  - If there is a non-urgent text outside of these hours you can expect a message reply within 24 hours. Note that refill requests are non-urgent (and require 48 hour advance notice)
  - If it is a **super urgent need please call and leave a message or send a text message** that she needs to call back and she will respond in a more timely manner as always.
  - *As always if there is a medical emergency call 9-1-1.*
4. Phone calls: **Sunday- Friday 8-5pm.** The office phone is an automated voicemail system due to our call volumes. You must leave a message or text in order for a member of our clinic staff to return a phone call.
5. After hours Phone Call with voice message OR text: If **urgent** will be responded to within 1-2 hours. Non-urgent will be responded to the next clinic day.

### Holiday Observance

The following are holidays observed by our clinic. The clinic will be closed to patients and the phones will allow for urgent and non-urgent voicemails to be left.

- Easter Sunday
- Mother's Day
- Father's Day
- July 4th

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- Thanksgiving and Day and After Thanksgiving
- Christmas Eve and Christmas Day
- New Years Day

Contact Information

Phone: 360.630.5141 (clinic number) Fax: 360.399.6870

Text/Call: Via secure app or cell number/main clinic number.

See membership magnet or Spruce App for more info.

Email: drwilson@thrivedirecthealthcare.com or info@thrivedirecthealthcare.com

Discounts are available for college students (in and out of area), foster families, and military/veteran

***This is not an insurance plan.** It provides for primary care services only and makes no provision for emergency or specialty care besides pain management when applicable. Prices in a la carte menu or through third party vendors are subject to change.*

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**Other add-ons options available**  
**See appropriate appendixes for details**  
**Fees subject to change**

The following are not part of normal primary care direct care membership or this agreement. These represent separate and added on benefits that are in addition to DPC Services  
See appropriate Terms of Agreement for more details

- **Nutrition Club - \$25/mo (currently on hold)**
- **Functional Medicine Complex Consult Services - see website**
- **BHRT hormone pellets - See appendix**
- **Advanced Hormones - (stand alone or added to Wellness)**
  - This membership is already included in the Wellness PLUS membership
- **Advanced Hormone Labs**
  - additional \$30/mo for thyroid and hormone lab coverage
  - includes a 4 part cortisol test (tested in same 24 hour period)
- **Health Coaching Package - 12 sessions for \$275; includes email and text support**
  - 6 sessions are included in the adult Wellness PLUS Membership. To continue these services or as a stand alone you may choose this selection.

APPENDIX FOR ADD-ON SERVICES

## Hormone Pellet and Hormone Membership

### Available as a separate membership or add on to any membership

This membership includes

- Additional visits needed for complex hormone management in person or by phone (this does not count against your DPC Plan).
- The cost of the BHRT Pellets and their insertion
  - Every 3 months is minimum coverage for females
  - Every 5 months is minimum coverage for males
- No refill fees

Pellet Membership stand alone without DPC is \$150/mo - hormone management only

Pellet Membership as an add on to adult Wellness DPC is \$120/mo and \$100/mo if adult Wellness PLUS

## Advanced Hormone Membership

As an add on membership to Wellness Membership - \$20/mo

- Additional visits needed for complex hormone management in person or by phone (this does not count against your DPC Plan).

As a separate membership plan - \$75/mo

- Includes 4 in person or televisits per year after intake Hormone Consult
- Expanded and relaxed visits for all ages addressing common primary care concerns and urgent care needs.
- 24/7 access to provider via phone/text/ email. *Urgent needs only after business hours*
- Same day and next day scheduling for urgent needs
- Convenient medication refills without refill fee (typically \$30)
- Wholesale cost for in-clinic lab draws - hormone related
- Low cost access to radiology and imaging services - hormone related

Does not include

- Non hormone related visits.

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To add  
of these services to your benefits please review and sign

of

☐ Hormone Membership TERMS and agreement

To add hormone and thyroid labs (requires 6 month membership) as well as an included annual cortisol (4 part) test (requires full year of membership) to your membership there is an additional \$30 per month added to the plan above