



- A direct relationship between the patient and their primary care doctor with a common objective of health and wellness
- A relationship without any insurance transactions or third party in the middle
- No office visit fees, co-pays or deductibles to pay for primary care
- A partnership based on a fixed monthly subscription fee paid by the patient in return for unlimited access to their primary care provider
- Enhanced accessibility through phone visits, and secured messaging via your own Secured Portal Account.
- Discounted cash prices for Labs and Radiology tests

Join the Direct Care revolution

What is Direct Care?

Direct Care is a membership model that enables patients to obtain complete Primary Care for one low monthly recurring membership fee. Patients get unlimited access to their personal Primary Care Provider. It is a direct patient - physician relationship with a focus on patients' health and wellness.

Contact Us

Phone: (352) 394-5219

www.primarypartners.org

TOTAL FAMILY HEALTHCARE

3115 Citrus Tower Blvd., Suite A
Clermont, Florida 34711


primary partners
Direct Care

Simplified Primary Care




**Total Family
Healthcare**
BECOME A STRONGER, HEALTHIER YOU!

Frequently Asked Questions

1. What is Direct Primary Care?

Direct Primary Care is a membership model of healthcare where a monthly fee allows patients to receive unlimited office visits, phone or secure messaging contact with your primary care doctor. Its objective is to provide comprehensive medical care for all your primary care needs with minimal barriers to access, while promoting a long standing, trusted relationship between you and your doctor at an affordable, predictable cost!

2. How is Direct Care different from Concierge Care?

Concierge practices typically charge a high retainer and would also bill insurance for visits that are delivered. Direct Care model typically has a lower monthly fee for unlimited visits, does not require a retainer and will not bill insurance for visits.

3. What are some benefits of a membership?

You have unlimited office visits at no additional cost. Typically your office visit can be scheduled the same day or next day. You can contact your doctor at anytime by phone or secure messaging.

4. Will I have to pay a copay for my visits?

Your membership covers all your office visits with your primary care provider. There are no co-pays or deductibles.

5. Are there any exclusions for pre-existing conditions?

There are no pre-existing condition exclusions and there are no increases in the membership fee based upon prior health history. In fact, patients with chronic medical conditions stand to benefit the most from a direct primary care membership.



6. What services are excluded from the membership fee?

The membership gives you access to discounted prices for labs, pathology for PAP smears, skin biopsies, vaccines, etc. You will be referred to a cost effective imaging centers for x-rays and advanced imaging.

7. How does this help me save money?

You won't have to pay a co-pay for office visits or routine physicals. Also you may be able to reduce office visits by having many of your concerns addressed by sending your questions directly to your doctor via secure messaging or calling the office.

Many patients carry some traditional form of insurance with a high deductible. With these high deductible plans, patient's savings on premium are often much more than the cost of membership and their insurance is there to cover the cost of large incidents.

8. What happens if I go to the hospital or need to see a specialist?

Should you require hospital admission, your physician will be glad to recommend some facilities to you. If you have insurance, the hospital will bill your insurance. Your provider will also coordinate your referral to a specialist that offers direct care services or that accepts your insurance.

9. What if I need medical attention while I'm away from home?

You will be able to send a secured message or call your doctor's office to speak to a provider.

10. Can I add my family to the membership?

Yes you can add your family members subject to the age of the patients the physician sees. You can also qualify for a discount by adding your family members.

11. Should I keep my health insurance?

Yes. **Direct Care is NOT insurance.** While your membership includes access to a discounted cash pricing network of specialists, labs and imaging, you should have an option for reimbursement of expenses due to a catastrophic medical issue.

It is recommended that patients continue to carry a wrap around healthcare insurance plan or join a healthcare cost sharing plan. Bills for care provided by specialist or hospital bills for a serious illness or an accident are generally too large for patient to cover on their own. Health insurance ensures financial help should hospitalization or referral to a specialist be necessary.

12. Can a person covered under any insurance join the Direct Care program?

This program is open to patients covered by any insurance except patients covered under Medicare, Medicaid or other government healthcare programs.

13. How do I become a member?

Please ask the front desk staff for the enrollment package or visit us at <http://primarypartners.org/direct-care/> to start the enrollment process. For additional information please email us at direct.care@primarypartners.org