



1200 East Columbia St.  
Colville, WA 99114

Colville Medical Center  
(509) 684-3701

Garden Homes Specialty Clinic  
(509) 684-3701

Kettle Falls Clinic  
(509) 685-7848

## Colville Medical Center, PS dba Northeast Washington Medical Group (NEWMG) Direct Care Member Services Guide and Agreement

Website: [WWW.NEWMG.ORG](http://WWW.NEWMG.ORG) or <http://onstagehealth.com/>

Phone: (509) 684-3701

**\$57 per month – Adult or Child**

**NEWMG Direct Care is a patient centered and healthcare provider directed program. This agreement does not provide comprehensive health insurance coverage. NEWMG Direct Care provides only the health care services specifically described herein and ordered by a NEWMG healthcare provider.**

**Please note these categories of services:**

- ❖ **Services included in your monthly Direct Care fee**
- ❖ **Non-covered services**
- ❖ **Services provided on a fee basis.**

**Your insurance plan will not be billed for services covered by your Direct Care Fee.**

**Locations, physicians, and more information about NEWMG may be found at: [WWW.NEWMG.ORG](http://WWW.NEWMG.ORG).**

### **Services Included in Your Monthly Membership Fee**

1. NEWMG provides office visits and other healthcare provider directed services such as EKG's, wart removal, skin biopsies, PAP smears, annual physical exams, spirometry, wound care, splints and casting, and other in-office procedures.
2. NEWMG healthcare providers can address hypertension, diabetes, hyperlipidemia, heart disease, asthma, arthritis, osteoporosis, and other chronic conditions. Your healthcare provider may use a variety of approaches to help you and manage your chronic condition.
3. NEWMG provides age specific periodic physical exams and offers / recommends health screenings. Your healthcare provider will discuss and recommend improvements for your future health.
4. NEWMG provides primary care services. "Primary Care" means routine health care services including screening, assessment, diagnosis, and treatment for the purpose of promotion of health and the detection and management of disease or injury.
5. NEWMG offers same-day or next-day evaluation for urgent medical problems appropriate to primary care (e.g. colds, illness, minor accidents, and other conditions that do not require care from emergency rooms, hospitals, or specialists).

6. If laboratory tests are ordered by your NEWMG healthcare provider, NEWMG will perform blood draws and sample collection in their clinic. NEWMG will perform the laboratory tests they are able to perform.

## **Non-Covered Services**

1. If your chronic condition changes and you require more specialized care than NEWMG provides, the NEWMG healthcare provider will refer you to an appropriate specialist. Specialist physician expenses are not covered by your Direct Care fee.
2. If you require hospital care, the cost for the hospital physician services, hospital services, tests, and specialty related care are not covered by your Direct Care fee.
3. Recommended tests, supplies, and etc. that are not included in your Direct Care fee while being seen at a NEWMG facility will be discussed with you in advance and your permission received before being performed. The recommended tests, supplies, and etc will be billed to your insurance company or payable by you.
4. Imaging procedures (for example: x-rays, CT scans, MRI, and ultrasound examinations) and radiologists' interpretation of these services are not included in your monthly Direct Care fee. Imaging procedures and radiologists' interpretation of these services will be billed to your insurance company or payable by you.
5. Acupuncture, chiropractic care, cosmetic surgery, dental care, drug and alcohol dependency treatment, emergency room care, hearing care, home health care, hospice care, hospital care, infertility services, marital and family counseling, massage therapy, maternity/prenatal/labor/delivery services, mental health care, physical therapy, rehabilitation services, sexual dysfunction, sterilization services, vision care, and weight loss treatment are not included in your monthly Direct Care fee. They will be billed to your insurance company or payable by you.

## **Services Provided on a Fee Basis**

NEWMG may administer selected vaccines ordered by your NEWMG healthcare provider. Vaccines are payable when administered. Please ask your health care provider for more details.

## **Your Responsibilities as a Direct Care Member**

1. Your NEWMG Direct Care Fee must be paid via ACH or credit card at the beginning of each month. You may sign up for this program at: <http://onstagehealth.com/>
2. The NEWMG Direct Care fee will not change more frequently than annually.
3. An initial registration fee of \$15 is charged for each member.
4. You may cancel your NEWMG Direct Care membership at any time by sending an email to On Stage Health at [Cancel@OnStageHealth.com](mailto:Cancel@OnStageHealth.com). NEWMG Direct Care fees you have paid for future months will be returned to you if you would like to cancel services prior to the end of the month.
5. You may re-enroll in NEWMG Direct Care at any time. Simply make up any missed membership payments at the time of re-enrollment.
6. If you have a question or concern regarding your NEWMG Direct Care arrangement you may call an NEWMG Direct Care representative at: **(509) 684 - 3701**. NEWMG and On Stage Health will attempt to address your concerns.
7. Contact information for the Washington State Office of the Insurance Commissioner:  
Telephone: **(360) 725-7080**

## **Welcome to Northeast Washington Medical Group Direct Care**