

On Stage Health Member Services Guide and Agreement



Hart Family Medicine of Spokane

Adult: \$69 / month

Child [0 – 18]: \$35 / month

- **On Stage Health – Hart Family Medicine of Spokane is a patient centered / physician directed program**
- **This agreement does not provide comprehensive health insurance coverage. It provides only the health care services specifically described.**
- **Please note these categories of services:**
 - **Services included in your monthly On Stage Health fee**
 - **Non-covered services**
 - **Services provided on a discounted basis.**
- **Your insurance plan will not be billed for services covered by your On Stage Health Dues.**
- **Location, physicians, and more information is at www.OnStageHealth.com**

Services offered by your On Stage Health Fee:

Primary Care Services

Hart Family Medicine of Spokane provides primary care services as here defined: “Primary care means routine health care services including screening, assessment, diagnosis, and treatment for the purpose of promotion of health, and detection and management of disease or injury.”

You may access Hart Family Medicine of Spokane for up to 20 health and wellness visits per year. Additional visits, if necessary, will be available at a substantial discount.

Office Visits and Preventive Care/Wellness

Hart Family Medicine of Spokane provides age specific periodic physical exams and offers/ recommends health screenings. Your provider will discuss and recommend improvements for your future health. Appointments are extended to ensure you have complete comfort in the care and recommendations you receive.

Urgent Care

Hart Family Medicine of Spokane offers the same or next-day evaluation [during regular office hours] for urgent medical problems appropriate to primary care (*e.g. colds, illness, minor accidents and other conditions that don't require care from emergency rooms, hospitals or specialists*).

Procedures

Hart Family Medicine of Spokane provides office visits, EKG's, wart removal, skin biopsies, annual physical exams, Pap smears, sprains, wound care, integrated medicine services as well as most other in-office procedures. These services are included in your monthly fee.

Chronic Disease Management

Hart Family Medicine of Spokane can address hypertension, diabetes, hyperlipidemia, heart disease, asthma, arthritis, osteoporosis and other chronic conditions. Your provider may use a variety of approaches to help you and manage your chronic condition. If your chronic condition changes and you require more specialized care than Hart Family Medicine of Spokane provides, they will refer you to an appropriate specialist and can offer assistance in relating to their care. ***Specialty care is not covered by your On Stage Health fee.***

Hospital Care Coordination

If hospital care is required, a Hart Family Medicine of Spokane provider will interface with your hospitalist. A hospitalist is a primary care physician who assumes the bedside care of a hospital patient in the place of the patient's primary care provider.

Your provider will be aware of the care you receive and may coordinate appropriate post hospital medical care. ***The cost for the hospitalist, hospital services, tests and specialty related care is not covered by your On Stage Health fee.***

If you have insurance, the care provided at the hospital may be covered by your policy. Please check with your insurance carrier for coverage details.

Laboratory Testing

If laboratory tests are needed, ***Lab tests are provided on a discounted fee basis and are payable at the time of the sample collection.***

The samples will be processed at an offsite laboratory.

Medications & Vaccines

Hart Family Medicine of Spokane may administer selected vaccines. ***Vaccines are available on a discounted basis. Please see website or ask your physician for more details.***

Supplies and Special Tests

Recommended tests, supplies, etc. not included in your Primary Care Fees will be discussed with you in advance and your permission received before being ordered.

X-ray Imaging

All x-rays will be referred to an Imaging Center which would not be a covered expense. Specialized radiology exams are not included in your monthly fee. [MRI, CT, Nuclear Medicine, Ultrasound, etc.]

Your Responsibilities as a On Stage Health Member

- Your Direct Fee must be paid via ACH prior to the beginning of each month.
- The Direct Fee will not change more frequently than annually with at least 60 days notice.
- An initial registration fee of \$15 is charged for each member
- You may cancel your On Stage Health membership at any time by notifying Hart Family Medicine of Spokane in writing at this address: On Stage Health, 2910 E 57th Ave, Suite 5, # 105, Spokane, WA 99223. On Stage Health dues you have paid for the future will be returned to you.
- You may re-enroll in On Stage Health. A \$99 re-enrollment fee applies.
- You are encouraged to obtain health insurance for services not included in your On Stage Health Patient Provider Primary Care Arrangement. Contact your broker or On Stage Health at info@OnStageHealth.com for a referral.

If you have a question or a complaint about your On Stage Health Arrangement you may call Hart Family Medicine of Spokane representative at **509-466-3960**

Contact information for the Washington State Office of the Insurance Commissioner
Telephone: 360-725-7080

Services Not Covered by your On Stage Health Program

Acupuncture
Chiropractic care
Circumcisions
Cosmetic surgery
Dental care
Drug and alcohol dependency treatment
Durable medical equipment (splints, fracture boots, fracture shoes, etc.)
Emergency room care
Hearing care
Home health care
Hospice care
Hospital care
Infertility services
Joint Injections
Marital or family counseling
Massage therapy
Maternity/labor and delivery
Maternity/prenatal care
Melanoma removal

Mental health care

Outpatient diagnostic procedures such as:

Outpatient labs

Outpatient radiology

Outpatient radiology interpretation of x-rays (x-rays performed by imaging centers)

Outpatient surgery (beyond the procedures performed by your Primary Care provider)

Rehabilitation

Sexual dysfunction

Smoking Cessation counseling

Specialist Care

Specimens sent to pathology lab (PAML)

Spirometry

Sterilization

Subsurface skin lesions

Vasectomy

Vision care

Weight loss counseling