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### **Leila Ali-Akbarian MD & Ingrid Patsch MD**

Thank you for your interest in Banyan Integrative Health. We offer primary care in a small, community-based clinic provided by physicians that are board certified in Family Medicine and trained and passionate about Integrative Medicine. We are delighted to share this innovative model of healthcare with you.

Our office is now scheduling new patients! We officially open in July 2019!

Here are some of the highlights of the integrative and innovative healthcare services to be provided through our BeWell membership model (formerly known as the AgeWell Plan):

#### **INTEGRATIVE AND LIFESTYLE MEDICINE APPROACH**

- Integrative medicine philosophy emphasizing “lifestyle medicine” where the foundation of care will be education, support and frequent follow-up to help you in adopting a “whole foods” nutrition program, a stress reduction program emphasizing methods most acceptable to you, and a lifelong physical fitness plan
- Priority placed on adopting non-pharmacologic and integrative approaches to managing acute and chronic problems
- Access to our BeWell lending library with hundreds of books on wellness, integrative medicine modalities, and healthy aging, along with DVDs and CDs for guided visualization
- Discount on herbals, homeopathic remedies, and botanical available through our office Medicinary
- Online access to past lectures and presentations archived from the previous practice’s AgeWell program and more recent presentations from July 2019 on through our website, [www.banyanintegrativehealth.com](http://www.banyanintegrativehealth.com)

#### **GREATER ACCESSIBILITY**

- 24/7 access to our office or the doctor on call (when the office is closed) via a mobile phone number or your electronic health record patient portal
- An emphasis on delivering primary care in the most convenient manner and as soon as needed. This includes through the patient portal or with telephone appointments. Even though non-office visits are typically not covered by insurance, they will be provided under this model.
- Same-day or next-day visits available most days
- Home visits within Pima County, if homebound, scheduled on an individual and as needed basis
- Assistance and management of acute and chronic problems even

when you may be traveling out of state or out of the country via phone, patient portal, or other evolving telemedicine connections, at no additional cost. This service will be especially important for “snowbirds” or other travelers.

- Membership in a relatively “low volume” practice, providing you with more time per visit. (Most visits will be scheduled to allow for 30 to 60 minute visits, with the exception of same or next day, “urgent care” type visits).

### **INNOVATIVE STATE OF THE ART PERSONALIZED MEDICINE APPROACH**

- Participation in a private and independent small private practice where you will see one of the two physicians for your visits. (This does not include the occasional time when both physicians might be out of town simultaneously at which time a covering provider will be available.)

- Coordination between us your primary care physicians and selected specialists and complementary medicine practitioners

- Coordination between your doctor and hospitalists should you need to be hospitalized, whenever possible

- Opportunity to reduce and/or eliminate the cost and time of scheduled visits by connecting with us via the patient portal, or telephone visits to handle many minor and routine health problems

- Having your blood drawn in-office by our phlebotomist using customized lab panels and other special lab testing

- Other laboratory testing to determine your risk for such conditions as heart disease or dementia, and to provide personalized information that will allow us to customize for you recommendations for healthy living and for managing acute and chronic conditions

- No additional cost for our office to handle various services and requests not covered by your insurance (for most patients, these costs can typically amount to several hundred dollars/year as the fee for each individual service can range from \$25-\$50), such as:

- completion of various forms like long term care insurance applications, travel medical requests, handicapped parking applications, jury duty releases, admitting forms to various residential or assisted living facilities, back to work forms, etc.

- completing prior authorization forms to petition for non-formulary drugs, or other medication authorizations, requested by your insurance company

- filling out prior authorization requests for various diagnostic imaging procedures or other testing, or for therapies requiring such authorization

- authorizing new or refill prescriptions, when appropriate, without requiring an added office visit

- review of outside medical records

- review of outside test results, such as imaging procedures, or laboratory studies that were not ordered by me

- telephone conversations with other physicians or healthcare providers

For all of these special services, integrative approaches with a focus on lifestyle, and optimal accessibility to us and our expert staff, there will be a low annual base fee of \$500

for the first patient member and discounted rates for applicable family members as outlined in the service agreement. We believe this membership model offers an extremely comparable list of offerings for a fraction of the cost of other “concierge” plans. Affordable payment plans in installments are also available. Our office will continue to bill your insurance plan for in-office visits.

This required membership fee will not be covered by your regular health insurance, as the services to be offered are “non-covered” items. However, if you have an HSA (health services account), that account may be used for this fee.

**\*\*\*\*Note: Patients with the Medicare Advantage Plan Amerigroup do not have to pay the Membership fee because of the nature of that particular insurance model.**

If you are interested in joining this type of practice membership focusing on personalized primary care, integrative healthcare and lifestyle medicine, we welcome you to call our office at your earliest convenience to speak with our knowledgeable office staff who may also schedule you for your first visit to establish care.

Wishing you and your families health and wellness,

Leila Ali-Akbarian, MD and Ingrid Patsch, MD  
Banyan Integrative Health, LLC