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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.

Here are some of the highlights of the integrative and innovative healthcare services to be provided through our BeWell membership model.

### **BeWell Member Benefits Include**

- Integrative medicine philosophy emphasizing “lifestyle medicine” where the foundation of care will be education, support and frequent follow-up to help you with stress reduction, nutrition, physical activity, and goal-setting, emphasizing methods most acceptable to you
- Focus placed on the doctor-patient relationship-- we strive to know our patients well so that we can provide the most personalized medicine that suits your values and your healthcare needs.
- Priority placed on adopting non-pharmacologic and integrative approaches to managing medical problems
- Access to our BeWell lending library with hundreds of books on wellness, integrative medicine modalities, and healthy aging
- Discount on herbs, supplements or vitamins that are available through our office Medicinary. We may also support the ordering of specialized supplements for you when appropriate.
- 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, medical marijuana certification, 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, as requested by your insurance company

- authorizing new or refill prescriptions, when appropriate, without requiring an added office visit
- review of outside medical records, imaging procedures or laboratory studies when available
- 24/7 access to our office or the doctor on call for after-hours urgent issues (when the office is closed) via a mobile phone number for urgent or emergency needs, or through your electronic health record patient portal
- An emphasis on delivering primary care in the most convenient manner and as soon as possible.
- Same-week visits when possible
- 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

For these special services, and for our integrative approaches with a focus on lifestyle, optimal wellness, and accessibility to us and our expert staff, there will be an annual base fee of \$600 for the first patient member and discounted rates for applicable family members or children 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 typical “concierge” plans – our aim is to be accessible to the community that we serve, which is why we are a membership service and not a ‘concierge’ service. Affordable payment plans in monthly installments are also available. Our office will continue to bill your insurance plan for in-office visits and routine medical testing.

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.

If you are interested in joining Banyan Integrative Health, where we will focus on personalized primary care, integrative healthcare and lifestyle medicine, we welcome you to call our office at your earliest convenience. We welcome you to speak with our knowledgeable office staff who will schedule you for your first visit to establish care.

Wishing you and your families health and wellness,

Leila Ali-Akbarian, MD-MPH, Ingrid Patsch, MD, and Jessie Pettit, MD

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