



Moon Valley Health
Personalized Primary Care

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Dear Patient,

I hope the 2020 finds you happy and healthy. 2019 was a busy year for our practice as we continue to grow and navigate ongoing insurance challenges. We have fully incorporated our Family Nurse Practitioner Ashley Seei. We have expanded the scope of our treatments and forged new relationships with some of the best specialists Phoenix has to offer. We hope that the care you receive here remains as personalized and attentive as possible.

This coming year we plan to keep the clinic open all week days and will continue to try and keep open appointments for same or next day appointments for emergencies.

While many small practices are being bought by large medical systems, we have chosen to try and remain small. I believe we can do a better job providing care without the administrative burdens of large organizations. We want to provide the highest quality medical care that is based on our patients' needs, but unfortunately this means providing services that are not covered by insurance companies. Over time we will be limiting the total number of patients in the practice and will continue to charge an annual membership fee to all of our patients so that we may continue to provide comprehensive, exceptional care. This fee includes but is not limited to non-covered and non-reimbursable services such as:

On-call service with access to a physician 24 hours a day, 7 days a week including all holidays. This will minimize unnecessary visits to the emergency department or urgent care centers, where the providers do not know you or your medical information.

Completing forms for work, insurances, child care centers, schools, sports and camps.

Ability to securely e-mail our office staff for appointment requests, for questions about insurance and billing, and to send in school and camp forms and have us send them back to you.

Providing same day or next day sick appointments

Access to our web-based secure patient portal system, including access to your billing information. This is also an efficient way to communicate with your doctor when you have non-emergent concerns.

The Membership Fee applies to all patients at Moon Valley Health

Please feel free to contact our office with any questions or concerns. We know that health insurance is expensive. By charging a single annual fee and not charging you for individual services (ie, each telephone call or e-mail, a "same day" appointment surcharge, access to the portal, etc), your out-of-pocket expenses will actually be lower. However, if you are experiencing financial hardship, we will work with you so that you can remain with our practice. Our goal is not to shift cost burdens onto our patients. We simply want to continue to provide the best service possible.

The cost of the Annual Membership Fee is:

\$50 per year per individual or \$80 per year per family (Parents and up to 4 children)

I agree to the Annual Membership Fee at Moon Valley Health. I understand that this fee is for services not covered and not paid by my insurance plan.

Print Name: _____

Email: _____

Signature: _____

Enclosed is my payment of \$ _____ Date: _____

Please list your Spouse/Children below. (use back if needed)

Name: _____ Date of Birth: _____

Name: _____ Date of Birth: _____