

Family HealthCare

Non-Covered Services Annual Administrative Fee

Dear Valued Patients,

Family HealthCare thanks you for entrusting us and our medical team to be your primary care providers. Your health and well-being are our practice's main focus and priority, and we are committed to meeting your expectations for care and service. It is with this commitment in mind that we write to you today.

Over the past several years, the administrative demands involved in caring for our patients have increased significantly. As you are aware, health insurers are frequently denying coverage for medications and other services. Our providers and staff spend countless hours working on prior authorization appeals to try and get medications covered. Family HealthCare also has dedicated staff to help coordinate referrals to specialists including helping patients with urgent issues to get seen in a timely manner. We continue to offer patient portal access for follow-up communication with your medical provider and an after-hours line for urgent patient issues. Family HealthCare is not reimbursed for any of these services by health insurance companies.

We and other private primary care practices are facing diminishing insurance reimbursements coupled with escalating management costs in an increasingly complex and demanding administrative landscape. These circumstances have compelled some private practices to merge into large,

corporate-run hospital groups, to curtail services, or sometimes even to close.

After careful consideration, Family HealthCare (like many other primary care practices) has decided to implement an annual Non-Covered Services Fee of \$75.00 for all individuals aged 22 and up. The annual fee for our pediatric patients through age 21 will be \$25.00. Patients who are actively enrolled in Medicare, Medicare Advantage, or Medicaid will be excluded from this Administrative Fee as Family HealthCare participates in programs with these insurances to help cover these administrative costs. The Administrative Fee is not covered or reimbursable by commercial insurance and will be due at the first visit (in-person or virtual) each calendar year. This policy will go in effect on January 1, 2026.

This **Annual Administrative Fee** will allow us to offer, amplify, and continue investing in support for the following non-covered services:

- No charge for completing forms
- Letters of medical necessity
- Prior authorizations and appeals
- Referral coordination
- Patient Portal for communication
- After-hours answering service
- On-site laboratory in Germantown and Rockville
- Medical records transfer without charge
- Medication refills and dose adjustment without appointment (when appropriate)

About the Annual Administrative Fee (Non-Covered Services Fee):

There will be no changes in our current utilization of your medical benefits for medical services, appointment policies, co-payments, deductibles, and co-insurance. This fee is an additional charge beyond your regular insurance

payment for services rendered that is specifically addressed to non-covered services and, unfortunately, it will not be covered by your insurance.

The new annual Administrative Fee is \$75.00 for individuals aged 22 and up. Pediatric patients through the age of 21 will have an annual fee of \$25.00. Patients who are actively enrolled in Medicare, Medicare Advantage, and/or Medicaid will be excluded from this Administrative Fee.

This fee goes into effect January 1, 2026, and will be collected at your first visit of the year. It will be due every January 1st thereafter. This fee will be due at the time of service and cannot be billed at a later date.

This fee is non-refundable and will not be reimbursed or pro-rated should you conclude your association during the calendar year.

New patients will not be required to pay this **Annual Administrative Fee** on their first visit. If following your first visit, you would like to establish us as your primary care provider(s), this fee will be payable at the conclusion of your first visit or prior to your next visit with our practice. Thereafter, the annual Administrative Fee will be due on January 1st each year.

Family HealthCare is sincerely grateful for your understanding and continued trust in our practice. If you have any questions or concerns or wish to learn more about the **Annual Administrative Fee**, please review our Frequently Asked Questions at www.familyhealthcaremd.com before reaching out to us via phone or portal.

We appreciate our patients' ongoing support and wish you all continued health and well-being.

Family HealthCare Physician