

Signed On: <https://cascadeintegrativemedicine.com/>

## Concierge Enrollment Agreement - Jane Smith

Thank you for choosing Cascade Concierge Medicine, PLLC for your healthcare. Please carefully review the following information regarding our concierge services and your financial obligations as a patient.

Upon signature by the responsible party below, the following patient(s) agree to adhere to the following patient guidelines for the concierge medical program.

Patient 1: John Smith of 123 Appleseed Rd, Seattle, WA 98013

Patient 2: of , ,

Patient 3: of , ,

Patient 4: of , ,

Patient 5: of , ,

### Appointments

Dr. Rian Shah will serve as the patient's concierge physician. In general, appointment format (phone, video conferencing, or office visit) and appointment duration is flexible and can be tailored to best fit the patient's individual needs. Appointments longer than one hour are permitted, but only available if Dr. Shah's schedule allows for this. Dr. Shah may determine that the patient's care requires a physical examination or other physical treatment that requires the patient to be physically present in the office for the appointment.

As a concierge patient, there are no cancellation or missed appointment fees, and the patient is under no obligation to notify Cascade Concierge Medicine if the patient plans to miss his/her appointment. Each patient will be scheduled for up to one hour, so if the patient is late to an appointment, it may affect how much time the patient has available to spend with Dr. Shah. It is suggested that the patient arrive 10 minutes early for his/her scheduled appointment.

Same-day appointment spots will be available each day, but will be limited in number. The patient should call the office beforehand to determine whether a same-day appointment is available or not.

If this is the patient's first visit, the patient should arrive 15 minutes prior to the appointment time with forms completed. The patient should bring his/her insurance card and ID; Cascade Concierge Medicine is unable to use insurance from another patient's account. Office visits are intended for care of the patient only, and visits for other family members must be scheduled separately. If the patient is on a treatment protocol, the patient should schedule his/her follow-up visits well in advance to secure an appointment as not being seen in a timely manner may affect medication refills and treatment timelines.



## Insurance and Billing for Laboratory Services

Dr. Rian Shah at Cascade Concierge Medicine is not contracted with insurance, which means that the patient and Dr. Shah have total control over the patient's health care, both in terms of the frequency and nature of the patient's care. This also means that all of the medical services (excluding laboratory services, medications and nutritional supplements) at Cascade Concierge Medicine will be free of charge. If the patient's insurance policy requires a copay or coinsurance or deductible payment, these fees will be waived as part of the concierge program.

Most commercial insurance carriers (excluding Medicare and Medicaid) will allow Dr. Shah to act as his/her primary care physician (PCP) and, as such, Dr. Shah can still order the patient's labs and medications. It is, however, the patient's responsibility to contact their specific health plan to determine whether or not Dr. Shah can serve as the patient's PCP. For most commercial carriers, the patient's lab tests and medications will still be covered at the same rate by the patient's insurance plan - the fact that Dr. Shah is not contracted with the patient's insurance carrier does not affect the patient's coverage for labs or medications. It is the patient's responsibility to contact their specific health plan to determine whether or not the labs or medications ordered by Dr. Shah will be covered. When ordering labs, Cascade Concierge Medicine will use the patient's insurance information, which is why a copy of the patient's insurance card will be kept on file.

## Supplement Discounts

The patient will receive a standard 20% discount on all supplements purchased in the office or online while the patient is enrolled in the concierge program. The patient will receive a coupon code that can be entered at check out, which allows free shipping on all supplement purchases through our online pharmacy, no matter what the order total is. Supplement discounts go into effect on the first day that the concierge plan becomes active.

## Access to Provider

Upon enrolling in the concierge program, the patient will be given Dr. Shah's personal email address and personal cell phone number. The patient may call or email anytime. Non-emergency phone calls or emails placed outside of normal business hours (that is, 5:00 p.m. - 8:00 a.m.) will be returned by Dr. Shah or, if necessary, Dr. Shah's medical assistant on the following business day.

## Financial Agreement

By signing below, I, Jane Smith of 123 Appleseed Rd, Seattle, WA 98013, agree to pay Cascade Concierge Medicine a monthly fee of \$ 135.00 per month, for a term of one year from January 2020 through December 2020. I agree to provide Cascade Concierge Medicine with my credit card information, which will be stored in an encrypted form that is not visible to anyone including employees of Cascade Concierge Medicine. I agree to allow Cascade Concierge Medicine to debit my credit card a one-time payment of \$135.00 today to reserve my spot or a spot for a member of my family on the concierge patient panel. I understand that this initial debit represents my first payment on the concierge program and satisfies my first month's payment for the month of January 2020. I agree to allow Cascade Concierge Medicine to debit my credit card \$135.00 once per month, at



the beginning of each month from February 2020 through December 2020. I understand that my monthly fee is non-refundable and that by signing below, I agree to pay for a 12-month enrollment in this concierge program. I understand that the policies of my flexible spending account or health savings account may prevent me from using this account for payment of the monthly concierge program fees, and it is my responsibility to understand whether my flexible spending account or health savings account card may be used for this purpose.

In the event that the patient wishes to change payment methods, the patient should contact Cascade Concierge Medicine by phone and provide the updated method of payment within seven days of being notified of any failed payment.

It is understood that if the patient misses payments, or sufficient funds in the provided credit or debit card account are not available, without prior notification or agreement, Cascade Concierge Medicine reserves the right to transfer the remaining balance to a collection agency, and it is understood that this may result in forfeiture of the patient's spot in the concierge program. If the patient voluntarily disenrolls in the concierge program or forfeits their spot in the patient panel due to non-payment, the patient is still responsible for all payments through the end of the 12-month contract term. It is understood that this financial agreement, once signed, cannot be cancelled unless by an authorized representative of Cascade Concierge Medicine.

By signing below, I, Jane Smith of 123 Appleseed Rd, Seattle, WA 98013, acknowledge that I am an authorized user of the credit or debit card provided.

*Jane Smith*

*O. Jameel Shah*

Signed By Jane Smith  
Signed On: July 28, 2019

Signed By O. Jameel Shah, Vice  
President, Cascade Concierge Medicine,  
PLLC  
Signed On : July 19, 2019



# Signature Certificate

Document name: Concierge Enrollment Agreement - Jane Smith

Unique Document ID: 674D9CBD06D66DE1D5C5D01CFFB1CE09E59D7C09

LEGALLY SIGNED USING  
**WP**signature

Build. Track. Sign Contracts.



Jane Smith  
Party ID: a6559cae-d832-4cf4-b103-f70d8a2e5aa5  
IP Address: 198.71.224.16  
Security Level: E-mail

**Digital Signature:**

*Jane Smith*

Multi-Factor

**Digital Fingerprint Checksum** 19977af5d2192463e87af62d124d74  
0a



## Timestamp

July 28, 2019 7:26 pm PDT

July 28, 2019 7:26 pm PDT

July 28, 2019 7:27 pm PDT

July 28, 2019 7:27 pm PDT

## Audit

Concierge Enrollment Agreement - Jane Smith Uploaded by O. Jameel Shah, Vice President, Cascade Concierge Medicine, PLLC - info@cascadeintegrativemedicine.com IP 24.16.43.156, 192.88.134.20

Document viewed by Jane Smith - abc@123.com IP 71.231.188.215, 192.88.134.20, 71.231.188.215

Document signed by Jane Smith - abc@123.com IP 71.231.188.215, 192.88.134.20, 71.231.188.215

The document has been signed by all parties and is now closed.



This audit trail report provides a detailed record of the online activity and events recorded for this contract.

Page 4 of 4