

Membership Program

Why Membership at MindStream?

We developed our membership program to facilitate comprehensive, whole-person, team-based integrative care for our patients which offers value, efficiency and quality communication.

MindStream is different from traditional care. We offer primary care for many of our clients, and also work collaboratively with primary or specialty care providers when needed. Our tools and training allow us to slow down and look deeply. We offer expanded and personalized therapies, guided by our training in integrative medicine, psychiatry, integrative oncology, psychedelic-assisted therapy and more.

Membership Fees

Rates for Individuals and Households

Individual - \$35 per month

Household - \$35 + \$15/ additional person per month

- \$35 per month for an individual
- One-time sign up fee of \$99 for all plans*
- Household plans are available for multiple members domiciled together
- Membership requires a 12 month commitment
- Membership fees are administrative in nature; additional fees apply to most services
- Membership fees are paid via monthly auto-draft or a one time annual fee for a 10% discount

**fee is waived for existing patients of MindStream or Dr. Susan Redmond until Oct 1, 2024.*

Membership Benefits

- **Free 25 minute annual physical** scheduled *during the last quarter* of your membership cycle*. This covers health maintenance, including age-appropriate screenings, referrals, and updating records, medications, and treatments.
** if membership is paid annually, physical can be scheduled at any time.*
- **Free phlebotomy/lab service** appointments. Labs themselves are billed separately through our lab vendor and fees vary based on your insurance coverage. Self-pay pricing is available.
- **Free nursing consultation** for management of simple concerns.
- **Free portal messaging** with providers for issues that require minimal time, roughly 5 minutes or less.
- **Free prescription renewals** for already prescribed medications within usual parameters. Controlled substance refills require quarterly office visits at a minimum, chronic management of conditions using non-controlled medications typically at least 1-2 office visits/year.
- **Free prior authorizations** for prescriptions and studies. No guarantees can be made regarding our ability to gain PA approval.
- **Free Paperwork** in the form of disability forms, notes for work/school, etc provided during an office visit are free.
- **After-hours care** 7 days per week from 8a-8p. It is charged starting at \$99 for the first 10 minutes. Additional time may be charged if used. You must use the office line, 615-541-9933 either by calling or texting to access care. We do not accept emails or portal messages for urgent care evaluations.
- **Member pricing** for physician office visits.
- **10% discounts** on supplements and IV therapy unless a special additional promotion is offered.
- **Discounts on programs**, including weight loss, strength training, integrative oncology and more.
- **Free Monthly Class** on a variety of topics. Additional classes are 50% off the usual rate.

Visit www.mindstreamintegrative.hint.com/signup
to sign up today!



Frequently Asked Questions I

What if I am a current patient of MindStream or Dr. Susan Redmond?

Current patients of MindStream or Dr. Susan Redmond will not be charged a joining fee of \$99 if they choose to join before Oct 2024.

Membership is not required to remain a patient at MindStream or to see Dr. Redmond at MindStream.

What if I am a new patient to MindStream?

We encourage you to make an appointment to see if we are a good fit for your healthcare needs!

Initial visits are charged at our member rates.

Any additional visits as a non-member will be billed at standard price.

If you enjoyed your initial visit and want to join our membership program, you may pay the \$99 joining fee at any time to continue to receive member pricing.

What if I choose not to become a member?

Membership is not required for patients to be seen at MindStream. We are happy to offer care for patients who choose not to pay a monthly fee. We respect that some may not feel the need for the membership program.

MindStream for non-members is ideal for those who are not expecting MindStream to function as a primary care office or if interactions are limited to a few visits per year without a need for ongoing support between visits.

For non-members, MindStream offers the following:

- Retail pricing on office visits.
- Phlebotomy fee of \$50. Labs are billed separately through Pathgroup and fees vary based on your insurance coverage. Self-pay lab pricing is available upon request.
- No nursing triage or after hours care. Patients who call needing advice or information are simply invited to make an appointment during regular business hours.
- Medication refills fee of \$70 for all refill requests without a provider appointment. Controlled substance refills require a quarterly office visit and monthly refills are charged at \$50.
- Programs and classes available at the retail price

Frequently Asked Questions II

What does my membership not include?

- Provider time >5 minutes. We do offer responsive messaging and consultation services outside scheduled office visits. Charges start at a rate of \$99 for the first 10 min, and are figured based on time used.
- Injections, medications, and other procedures done at the office. We have a schedule of fees for these services that we routinely provide.
- Some Paperwork, including disability paperwork, FMLA, notes for work or ESA, or any other documents done outside of a scheduled appointment are billed at our hourly member rate of \$399.
- New prescriptions that require provider input may incur a fee based on time and complexity of request, but can often be handled with our \$99 15 min appointment via telehealth, or with a nurse visit.
- Requests for early controlled prescription refills are typically not honored. We recommend that you make an appointment to discuss any travel planning needs around your medications that you might have.
- MEMBERSHIP IS NOT HEALTH INSURANCE. MindStream encourages all patients to have health insurance, if possible. MindStream strives to manage as much as possible but may require that patients see specialty care, emergency care, or any other provider as needed based on clinical ability or needs.

As a member, how do I communicate with the care team?

Members should use the main office line, 615-541-9933, for all calls and texts. Please do not text your provider's cell phone number. Please note that after hours messaging will incur a fee if the provider is expected to or needs to take an action.

Alternatively, members can message a provider using the Patient Fusion portal. Please understand that after hours messages may not be checked until the following business day. The best way to reach the provider on call is through a call or text to the main office line.

Requests for refills should allow for 3-4 business days. Please plan accordingly. After hours requests for refills incur the typical after- hours call rate starting at \$99.

Emails to MindStream providers should go through the administrative team, admin@mindstreamintegrative.com

Frequently Asked Questions III

What does after hours care look like?

MindStream providers are on call for evening and weekend care from 8am to 8pm 7 days per week. This care is for things that can't wait until usual business hours.

Are members able to have evening or weekend visits?

After hours care incurs a fee. The fees start at \$99 for simple issues and increase in 15 min increments based on time.

Members should use the main office line, 615-541-9933 to access this care. Please do not text your provider's cell phone number. Please note that after hours messaging will incur a fee if the provider is expected to or needs to take action.

Can I extend my membership to someone else?

You can not extend your membership to someone else, but we do offer household memberships for those domiciled together.

Do you offer family plans?

A household constitutes people living together/domiciled at the same address. We verify adult members with either an ID or a utility bill in the name of the member at that address. Adult children covered by parent's insurance not living at home can be included in a household membership.

A \$99 joining fee applies for each household.

Individual memberships can become household memberships at no additional sign up fee. Monthly or annual membership fees will increase according to the number of household members.

Household membership fees must be paid by 1 credit card.

Household membership rates per month:

- Individual - \$35
- Household - \$35 + \$15 /additional person

Will you see my visiting family members?

We can treat acute and urgent needs for family members who are visiting from out of town on a limited basis through an appointment (either in person or telehealth). If a family member not domiciled with the member would like ongoing care, we would encourage them to consider a membership.

Frequently Asked Questions IV

<p>How does billing work?</p>	<p>We charge patients monthly via auto-draft. Alternatively, you may pay for a full year at once for a 10% discount.</p> <p>If you would like to cancel your membership, we are happy to honor that at any time, but will charge a \$99 cancellation fee.</p>
<p>Can I just pay for one month?</p> <p>Is there a membership termination fee?</p>	<p>This membership program requires a 12 month commitment.</p> <p>If you must end your membership before 12 months, we charge a \$99 fee to end the membership contract early. We will charge the cancellation fee to your card on file, as well as for any outstanding balances.</p>
<p>Do you charge for missed appointments?</p>	<p>Yes. If you miss an appointment, whether you are a member or non-member, we will bill you at the retail rate for the missed service if not canceled or rescheduled 24 hours in advance.</p>
<p>What advance notice do you require to cancel or reschedule an appointment?</p>	<p>We require at least 24 hours notice (including on weekends and holidays) or we will charge your card on file for a missed appointment or late cancellation, at the retail rate of the service or visit.</p> <p>Any outstanding account balances must be paid in full prior to scheduling again.</p>
<p>Can membership at MindStream address all of my healthcare needs?</p>	<p>No. There are situations in which we need to transfer you to a higher level of care, based on education, training, credentialing and the comfort level of the provider who is ultimately responsible and wants the best thing for you. There may also be procedures and specialty consultations that we recommend, such as colonoscopy, but do not provide.</p>

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Schedule of Fees

Visit Fees

Service/ Visit Type	Member Price	Non- Member Price
Initial Visit	\$399 - 50 min	\$399 - 50 min
Follow- up Visit	\$399 - 50 min \$199 - 25 min	\$480 - 50 min \$240 - 25 min
Urgent Care	\$199 - 25 min \$120 - 15 min \$99 - 10 min	\$240 - 25 min \$150 - 15 min \$125 - 10 min
After- Hours Care	\$99 minimum - 10 min	Not Available
Pediatric Consultation	\$399 - 50 min \$199 - 25 min	\$480 - 50 min \$240 - 25 min
Sports Physical	\$120 - 15 min	\$150 - 15 min
Nursing Visit	\$45 - 10 min	Not Available
Nursing Triage	Free	Not Available
Phlebotomy/ Lab Services	Free	\$50
Medication Refill	Free	\$70 \$50/ month - controlled substances
Insurance Prior Authorization	Free	\$480/ hour, prorated by 15 min increments

Schedule of Fees II

Procedure Fees

Service/ Visit Type	Member Price	Non - Member Price
IV Therapy	10% off	Standard Pricing
EKG w/ Interpretation	\$25	\$100
Joint Injection	\$70 + medication	\$140 + medication
Medication Injection	\$25 + medication	\$55 + medication
Skin Biopsy - Single Punch	\$70	\$140
Skin Biopsy - Complex	\$150 + \$25/ additional punch biopsy	\$275 + \$45/ additional punch biopsy

Program Fees

Executive Physical	\$999	\$1499
Vo2 Max Test	\$200	\$260
Resting Metabolic Rate Test	\$100	\$160
Metabolic Health Program	\$200/ month	\$400/ month
Metabolic Health w/ Semaglutide	\$200/ 1st month \$400/ following months	\$300/ 1st month \$500/ following months
Classes	Free - 1 class/ month 50% off additional classes	Prices Vary

Our Values

Efficiency

- We value your time and strive to run our practice efficiently and on time. Because you are paying for time, we run our office visits for the amount of time booked. Please understand that in order to see you on time, we have to end with the previous client on time. Come on time. We love spending time with you! If you want more time, we are happy to oblige by scheduling the length of time you desire.

Value

- We seek to provide a medical experience that you find valuable in your pursuit of well-being. We understand that this work is often from a place of vulnerability for you and we fundamentally honor you and this space of health and well-being.

Usefulness

- When it's not working, it is not the man, and it's not the system, it is us and we take full responsibility. Please let us know if it's not working for you. We want our program to be useful and efficient for everyone.

Curiosity

- MindStream is made of people who love their jobs and strive to bring curiosity, compassion and caring to every encounter. This is built on universal high regard for all involved. We extend that high regard to all patients and expect the same in return.

Compassion

Innovation

- We are committed to incorporating new evidence and innovative therapies as they become relevant to our patients. This is hard work! The pace of information growth is rapid. We don't know everything. We are willing to ask questions. If there's something you're interested in that we don't offer, let's talk about it.

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