



**MindStream Integrative Medicine**

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**Sign up to [become a member here.](#)**

***Why membership at MindStream?***

We developed our affordable concierge membership program to facilitate comprehensive, whole-person, team-based integrative care for our patients which centers 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 care to fill in the integrative piece when needed. Our tools and training allow us to slow down and look deeply. We offer therapies beyond pills and procedures, through our fellowship training in integrative medicine, psychiatry, integrative oncology, psychedelic-assisted therapy and more.

Healthcare is complex and we feel each individual presents with unique circumstances that need to be understood. We deliver high quality healthcare by taking the time to properly evaluate your concerns and address them effectively.

**Membership BASICS**

Membership costs \$50 per month. Membership requires a 12 month commitment. Membership fees are administrative in nature; additional fees apply to most services.

Payment options:

-monthly auto-draft

-one time annual fee of \$540 (10% discount)

-member + additional annual payment rates with 10% discount

Members with household individuals (domiciled at same address) can join for the following:

- Member +1= \$65/mo
- Member +2 or more= \$15 per each additional person

## FAQs

*What does my membership include?*

- **After-hours care** We provide after hours care 7 days per week from 8a-8p. It is charged starting at the 10 minute urgent care appointment rate of \$99 for members, and is \$100 for each additional 10 minute increment. **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.
- **Free 25 minute annual physical** for the primary member scheduled during the last month of your membership. This covers the basics of health maintenance, including age-appropriate screening or referrals, making sure we have all records, medications, and treatments up to date in one place. You can extend this visit 25 minutes for a more comprehensive integrative annual to include visioning, goal setting or to address some additional concerns outside the annual physical process.
- **Free phlebotomy/lab service** appointments. Labs themselves are billed separately through Pathgroup and fees vary based on your insurance coverage. Self-pay pricing 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 medication refills** 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 authorization** for prescriptions and studies. No guarantees can be made regarding our ability to gain PA approval.
- **Free Paperwork** disability forms, notes for work/school, etc provided *during an office visit*. Other forms requested outside an office visit are generally free, but if they take >5 min to complete are charged at our hourly rate of \$399 for members.
- **Member pricing for physician office visits**
- **Discounts on supplements and IV therapy** (10% unless a special additional promotion is offered)
- **Discounts on programs** MindStream offers programs including weight loss, strength training, integrative oncology and more.

*What does my membership not include?*

- **Provider time >5 min** will be charged starting at \$99 for an urgent care appointment based on time used. We are happy to provide this messaging and consultation service outside a scheduled office visit and offer on-call services to our members via our office line from 8a-8p 7 days per week with the understanding that these require a fee.
- **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 lowest fee 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.

*How do I get started?*

- You can join our membership program online at [www.mindstreamintegrative.com](http://www.mindstreamintegrative.com) or by calling the office at 615- 541- 9933.
- There is a \$99 joining fee
- A membership agreement is required, with a 12 month commitment.
- Not sure? Want to try us on first? All initial visits are at the member rate.

*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 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. Portal messages that require medical decision making and significant time may generate a request for a visit.
- **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](mailto:admin@mindstreamintegrative.com)

*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.**
- **All after hours care incurs a fee. The fees start at \$99 for simple issues (up to 10 minutes) and increase based on time according to our Schedule of Fees in 10 minute increments.**
- **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 take an action.

*What if I choose not to become a member?*

- Membership is not required for patients to be seen at MindStream.
- MindStream is happy to continue the care of 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 (\$500 for 50 min follow up visit, \$250 for 25 min follow up visits, and \$175 for 10 min urgent care consultation.
  - Phlebotomy fee \$50 (labs are billed separately through our lab vendor and fees vary based on your insurance coverage. Self-pay lab pricing 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)
- Programs available at the retail price
- Classes available at the retail rate
- Medication refills without a provider appointment are \$70 for 6 months. New prescriptions would require an office visit. Controlled substance refills require a quarterly office visit and monthly refills are \$50.

*Can I extend my membership to someone else?* Members with household individuals (domiciled at same address) who would like to also be members can join for the following:

- Member +1= \$65/mo
- Member +2 and additional= \$15 per each additional person

Household membership is defined in the following way:

- A household constitutes people living together 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.

*Can I upgrade my membership?* There's only one kind of membership at MindStream.

*Can I just pay for one month?* No. This membership program requires the participant to commit to 12 months. If you must end your membership before 12 months, we charge a \$99 fee to end the membership contract early.

*Will you see my family members?* We are able to accommodate family members who are visiting from out of town for acute or urgent care needs on a limited basis through an appointment (either in person or telehealth) at the member rate. If a family member not domiciled with the member would like ongoing care, we would encourage them to consider a membership.

*Are members able to have evening or weekend visits?* Members may access the on-call provider between the hours of 8am to 8pm throughout the week, including weekends. We offer consultation (phone, telehealth) availability during these hours and consider in person visits on a case by case basis. These visits or messaging exchanges are billed based on time starting at \$99 and will be auto-drafted using the card on file.

*How does billing work?* We charge patients monthly for membership on the first of the month using auto-draft, which pays for the upcoming month. Alternatively, you may pay for a full year at once for a 10% discount. If you would like to cancel your membership, we are happy to honor that at any time, but charge a \$99 fee. We will charge your card on file for all clinical and administrative services rendered up to the date you wish to cancel. If your account has a balance, we require any balances to be paid in full before scheduling you again.

*Do you charge for missed appointments?* 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 24 hours prior to your scheduled visit.

*What advance notice do you require to cancel or reschedule an appointment?* 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 (full appointment fee applies).

*Does this membership fee or can MindStream address all of my healthcare needs?* 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 are also procedures and specialty consultations that we recommend, such as colonoscopy, that we do not provide.

*Does the membership fee cover injections, medications, and other procedures done at the office?* No. We have a schedule of fees for these services that we routinely provide.

### MindStream Integrative Medicine Schedule of Fees

Procedure	Member Fee	Non-member fee
Nursing triage	Free	Appointment required
Phlebotomy (lab services)	Free	\$50
Insurance Prior authorization	Free	Billed at hourly rate of \$500/hour in 15 min increments
Nurse visit (urgent issue, manageable per protocol, 5-15 min)	\$45	\$70 (medication refills only)
Urgent care 10 minute (single problem)	\$99	\$175
Urgent care or follow up 25 minute	\$199	\$250
After-hours care	\$99/10 minutes based on time required (billed in increments of 10 minutes)	Not available
Initial visit/ follow up 50 minute	\$399	\$500
<p>Executive physicals</p> <ul style="list-style-type: none"> <li>-age appropriate screenings, referrals, and health maintenance review</li> <li>-labs</li> <li>-VO2 max and RMR testing</li> <li>-nutrition consult</li> <li>-psychological consult</li> </ul> <p>(labs are covered under patient insurance, screenings such as colon cancer either via stool testing (insurance coverage) or referral to outside provider.</p>	\$999	\$1799
Integrative Pediatric Consultation	<p>\$399 (50 minute)</p> <p>\$199 (25 minute)</p>	<p>\$500 (50 minute)</p> <p>\$250 (25 minute)</p>

Sports physical (15 min)	\$99	\$200
EKG/interpretation	\$25	\$100
Joint injection	\$70 + medication fee	\$150 + medication fee
IV therapy	10% discount	Standard rates
Medication injection (medication fees vary)	\$25	\$75
Skin biopsy- simple punch biopsy	\$70	\$150
Skin biopsy- complex biopsy requiring more than one suture or multiple punch biopsies	\$150 \$25 per additional punch biopsy	\$300 \$50 per additional punch biopsy
Metabolic Health Program  -see program documents for details  -additional fees apply for personal training, nutrition consultation and coaching.	\$200/ month 1 (includes medication such as semaglutide)  \$400/month thereafter (includes medication such as semaglutide)	\$600/ month 1(includes monthly medication such as semaglutide and initial medical evaluation) \$500/month thereafter (includes medication and nursing support)
VO2 max testing	\$200	\$260
Resting metabolic rate testing	\$100	\$160
Personal training  50 minute session  30 minute session	\$50  \$30	\$75  \$50
Classes	25% off	Prices vary

IV and Medication Therapy Schedule of Fees		
Hydration only	\$100	\$110
Iron (Venofer, 100mg)	\$165	\$180
Ascorbic acid/vitamin C (1-25g)	\$35	\$40
Alpha Lipoic Acid (25mg)	\$30	\$35
Biotin/vitamin B7	\$54	\$60
Coenzyme Q10	\$10	\$12
Cyanacobalamin, hydroxocobalamin/vitamin B12	\$36	\$40
Dexpanthenol/vitamin B5	\$10	\$12
Folate/vitamin B9 (5mg)	\$22	\$25
Glutathione (400mg)	\$22	\$25
Ketorolac (30mg)	\$22	\$25
Lipo-B/MIC (methionine, inositol, choline)	\$22	\$25
Lysine	\$22	\$25
Magnesium sulfate or chloride (	\$30	\$33
Myer's cocktail IV (vitamin C, vitamin b12, B-complex, magnesium)	\$220	\$250
NAD+ (base 500mg)	\$450	\$500
NMN capsules (300mg x 30 day supply)	\$70	\$80
Ondansetron (4mg)	\$22	\$25
Taurine (50mg)	\$22	\$25
Thiamine/vitamin B1 (200mg)	\$22	\$25



Tralement (1mL)	\$60	\$66
Urolithin A capsules (250mg x 30 day supply)	\$100	\$110
Vitamin B-complex (1mL)	\$22	\$25
Zinc	\$45	\$50

### MindStream Integrative Medicine Values

#### **Efficiency Value Usefulness Curiosity Compassion Innovation**

1. We value your time and strive to run our practice 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.
2. 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.
3. 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, and trust that your feedback will be graciously received. We want our program to be useful and efficient for everyone.
4. 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.
5. We are committed to incorporating new evidence and 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.

**Ready to become a member? [Sign up here.](#)**