

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 - \$50 per month

Household - \$50 + \$15/ additional person per month

- \$50 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 (\$99 fee for early termination)
- Fees are administrative in nature; additional fees apply to most services
- Fees are paid via monthly auto-draft or a one time annual fee for a 10% discount

**fee is waived for existing patients (prior to Oct 2023) of MindStream or Dr. Susan Redmond until Oct 1, 2024.*

Membership Benefits

- **Free 25 minute annual physical** with our nurse practitioner. This visit specifically 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. If billed monthly, physical can be scheduled after 6 months of membership.*
- **Free phlebotomy/lab service** appointments. Labs test themselves are billed separately through our lab vendors and fees vary based on your insurance coverage. Self-pay pricing is available.
- **Nursing consultation** for management of simple concerns.
- **Free portal messaging** with providers for simple, non-urgent concerns that require minimal time, roughly 5 minutes or less.
- **Free prescription renewals** for maintenance medications within usual parameters. Controlled substance refills require quarterly office visits at a minimum, chronic management of conditions using non-controlled medications typically require 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 metabolic testing, strength training, integrative oncology and more.
- **Free classes** on a variety of topics. Certain events are 50% off the usual rate.

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



Frequently Asked Questions I

What does my membership not include?

- Provider time >5 minutes. We 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 update.
- 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.
- New prescriptions that require provider input may incur a fee based on time and complexity of request, but can often be handled with a 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. MindStream strives to thoroughly manage care but may require that patients see specialty care, emergency care, or any other provider as needed based on clinical ability or needs.

What if I choose not to become a member?

Membership is not required for patients to be seen at MindStream. We respect that some may not feel the need for the membership program and its benefits.

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.
- No nursing triage or after hours care. Patients who call needing provider 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

<p>As a member, how do I communicate with the care team?</p>	<p>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.</p> <p>Alternatively, members can message a provider using the Patient Fusion portal. Please note that messages sent after hours, or sent while the provider is out of office, may not receive a timely reply. The best way to reach the provider on call is through a call or text to the main office line.</p> <p>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.</p> <p>Emails to MindStream providers should go through the administrative team, admin@mindstreamintegrative.com</p>
<p>What does after hours care look like?</p> <p>Are members able to have evening or weekend visits?</p>	<p>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.</p> <p>After hours care incurs a fee. The fees start at \$99 for simple issues and increase in 15 min increments based on time.</p> <p>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.</p>
<p>Do you charge for missed appointments?</p>	<p>Yes. Whether you are a member or non-member, we require at least 24 hours notice for cancellations or changes. We will bill you at the retail rate for the missed service if not canceled or rescheduled 24 hours in advance.</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>

Schedule of Fees

Visit Fees

Service/ Visit Type	Member Price	Non- Member Price
Initial Visit	\$350 - 45 min	\$350 - 45 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
Prescription Renewal (outside of appointment)	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	\$275 + \$45/ additional punch

Program Fees

Executive Physical	\$999	\$1499
Vo2 Max Test	\$120	\$150
Resting Metabolic Rate Test	\$100	\$150
Group Fitness Classes	\$18 - Drop-in \$80/month - Unlimited	\$20 - Drop-in \$100 - Unlimited
Classes	Free - 1 class/ month 50% off additional classes	Prices Vary
Personal Training	\$85	\$95

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

- 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.

Innovation

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

