

Why  
Membership at  
MindStream?

Our membership program is designed 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 (max \$80/mo)

- One-time sign up fee of \$99 for all plans\*
- Household plans are available for multiple members domiciled together
- Membership requires 6 month commitment (\$99 fee for early termination)
- Paid monthly via auto-draft or a one time annual fee for a 10% discount

Membership  
Benefits

- **Free 25 minute annual physical** with a 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.
- **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 (up to 2 free annually).
- **Free monthly class** and events on a variety of topics, including nutrition, medications and supplements, lifestyle, and fitness classes.

## Membership Benefits (cont.)

- **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.
- **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 Paperwork** in the form of disability forms, notes for work/school, etc provided during an office visit are free.

## What does my membership NOT include?

- Provider time >5 minutes. We offer responsive messaging and consultation services outside scheduled office visits but if you need more time, you may be asked to schedule an appointment.
- Injections, medications, and procedures done at the office. Fees may vary.
- Some paperwork, including for disability, FMLA, notes for work or ESA, or any other documents done outside of a scheduled appointment may incur a fee.
- New prescriptions that require provider input typically require an appointment or telehealth visit.
- Requests for early controlled prescription refills are typically not honored. If you are traveling, we recommend that you make an appointment to discuss any needs you may have regarding medications.

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.

## 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 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.
- Requests for refills should allow for 2-3 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)

Visit [www.mindstreamintegrative.hint.com/signup](http://www.mindstreamintegrative.hint.com/signup)  
to sign up today!



# Frequently Asked Questions

|  |   |
|--|---|
| <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, <b>615-541-9933</b> 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, 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 provider availability. There may also be procedures and specialty consultations that we recommend, such as colonoscopy, but do not provide.</p>   |
| <p>Our Values:</p> <p>Efficiency</p> <p>Value</p> <p>Usefulness</p> <p>Curiosity</p> <p>Compassion</p> <p>Innovation</p> | <ul style="list-style-type: none"><li>• 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. 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.</li><li>• 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.</li><li>• 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.</li><li>• 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.</li><li>• 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.</li></ul> |

## Pricing for Members and Consultations

**Annual Membership:  
Integrative and Primary care**

**\$50/mo**

\*or \$540/yr

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Members receive:

- Free **annual physical**
- **Discounted** office visits
- Access to **communication** outside of office visits via email, portal messaging, etc.
- Same day or next-day **sick visits**
- Access to **after-hours** care for urgent needs
- Free **prescription renewals** for maintenance medications
- Monthly free **classes** and community events
- **Discounts** on IV therapies and supplements

**Non-member:  
Integrative Consult Package**

**\$800**

one-time fee

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Package includes:

- **Initial consultation** (45min) for evaluation and assessment, setting goals, establishing plan
- **Plan for labs** and/or imaging based on evaluation (cost of lab tests/imaging can be billed to insurance)
- **Follow-up visit** (25min) to review findings

*Package does NOT include:*

- Provider communication outside of your visits
- New prescriptions or medication refills
- Urgent care or after-hours access

**Note:** To use MindStream as your primary care provider, you must become a member. Membership ensures that you have continuous access to your dedicated care team between office visits, allowing us to provide you with the ongoing care and support you need.

Visit [www.mindstreamintegrative.hint.com/signup](http://www.mindstreamintegrative.hint.com/signup)  
to sign up today!



# Schedule of Fees

## Visit Fees

| <b>Service/ Visit Type</b>                       | <b>Member Price</b>                               | <b>Non-Member Price</b>                       |
|--|---|---|
| Initial Visit                                    | \$350 - 45 min                                    | Included in consultation package (\$800)      |
| Follow- up Visit                                 | \$399 - 50 min<br>\$199 - 25 min                  | Included in consultation package (\$800)      |
| Urgent Care                                      | \$199 - 25 min<br>\$120 - 15 min<br>\$99 - 10 min | Not available                                 |
| After- Hours Care                                | \$99 minimum - 10 min                             | Not Available                                 |
| Sports Physical                                  | \$120 - 15 min                                    | Not available                                 |
| Nursing Visit                                    | \$45 - 10 min                                     | Not Available                                 |
| Nursing Triage                                   | Free  | Not Available                                 |
| Phlebotomy/ Lab Services                         | Free  | \$50  |
| Prescription Renewal<br>(outside of appointment) | Free  | \$70<br>\$50/ month - controlled substances   |
| Insurance Prior Authorization                    | 2 free per 12 months, then non-member rate        | Starting at \$75, billed in hourly increments |

# Schedule of Fees II

## Procedure Fees

| <b>Service/ Visit Type</b> | <b>Member Price</b>            | <b>Non - Member Price</b>      |
|----------------------------|--------------------------------|--------------------------------|
| 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                | \$100   | \$150                               |
| Resting Metabolic Rate Test | \$85  | \$120                               |
| Group Fitness Classes       | \$18 - Drop-in<br>\$80/month - Unlimited            | \$20 - Drop-in<br>\$100 - Unlimited |
| Classes                     | Free - 1 class/ month<br>50% off additional classes | Prices Vary                         |
| Personal Training           | \$85/hr   | \$95/hr                             |