

# Ann Mai, M.D. – Internal Medicine

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## To Our Potential Patients:

You are likely aware of the many changes that have developed over recent years to the practice of Medicine. Our practice has been forced to absorb increased requirements and demands from the insurance industry. This has led us to make a significant change to our practice model so we may be able to continue to offer the highest quality care possible.

We are inviting you to participate in one of our membership practice models - **Level 1** Primary Care or **Level 2** Primary Care program. These memberships are voluntary and very limited. As always, you do have a choice and we are happy to give you alternative options for practices that do not charge a membership fee. Currently, we are only enrolling membership patients in our practice to maintain the highest quality care.

Since moving to this model, we are able to offer improved access for same-day or next-day urgent appointments, routine visits and non-rushed appointments with the doctor. The large number of patients in a traditional practice is reduced in this model and so now you have Dr. Mai and our staff on a more personalized level!

The **Level 1** option includes (but not inclusive of) all of the clerical fees we have previously assessed for such as medication prior authorizations, various forms, lost/misplaced orders, refills, prescriptions called in without a visit (when reasonable), etc... This program DOES NOT include direct messaging (or texting) with our physician. Please call us as would normally do at any doctor's office to reach the staff.

Our **Level 2** option has all the benefits of the Level 1 PLUS a dedicated mobile phone number directly to the physician in case of an emergency. This allows for more personalized coordination of care (especially as patients age and their adult children want to participate in their care but may be in different locations or time zones), specialty referrals and hospital care. Patients in our **Level 2** program are able to text with our physician freely for medically-related issues but this does not replace an office visit.

We ask that you decide on this offer within 30 (thirty) days. We have a long waiting list of patients who need a well-seasoned physician of this caliber. Dr. Mai has over 30 years of experience in Internal Medicine and is dedicated to her patients. We understand the fee may be difficult for some families and will help you find another practice that will be more suitable for you.

Please feel free to contact us if you have any questions. We look forward to your participation and the privilege of providing you the best healthcare possible.

Sincerely,

*Ann Mai, M.D., Staff & Affiliated Providers*

## Frequently Asked Questions

### **What is the Annual Membership Fee as of January 1, 2026?**

The current fee for **Level 1** Primary Care is **\$1100 for all ages**.

The current fee for **Level 2** Primary Care is **\$3,750 for all ages**.

### **What does this fee cover?**

This fee reimburses our practice for services that are not reimbursed by insurance. The fee keeps the practice small and manageable as patients age and acquire more medical issues (we have been in the same location for over 20 years). The smaller number of patients in fact does generate roughly the same volume of work when we were at 5-7 times the number of patients. We now care for more complex, older patients vs 20 years ago. Also, their children have grown up and joined the practice with the parents. We have a queue of potential enrollees and only take on new patients who are motivated to access the best healthcare.

The fee covers all of the non-reimbursable tasks our office carries out to ensure that nothing is overlooked, but also for time spent on tasks that insurance does not reimburse for such medication prior authorizations (so patients are not stuck with cheap formulary options to save insurance companies money), forms from everything to letters for dental surgery clearance to work or school physicals, "lost orders" that have to be reprinted because some patients misplace their orders or forget them as they rush off to a test appointment. We stop what we are doing face-to-face with patients and service these requests, yet we are not reimbursed for the time and resources we spend on this double work. Most businesses at least can charge by the hour or part of it when they have to work on each task.

### **What happens if I do not want to join?**

We do not offer a trial period. If you choose not to join, your health care will be directed over to a medical provider of your choice. Fortunately, we have lots to choose from in this area.

### **If I sign up, do I still need medical insurance?**

Yes, you still need to carry medical insurance and we will continue to bill your medical insurance with every office encounter. Your normal co-payments, co-insurance and deductible continue to apply. This membership fee IS NOT A SUBSTITUTE FOR INSURANCE and cannot be billed to medical insurance. This fee **DOES NOT APPLY** towards your annual deductible.

### **How do I obtain a patient application and agreement form?**

The application and agreement form is in this packet.

### **What are my payment options?**

There is a one-time **Initiation Fee of \$250** along with full payment of the chosen level's Annual Membership Fee. Renewals are due annually by the expiration date of the contract. Any lapse in membership is subject to a \$250 administrative fee to revive the membership - we do not pause memberships for any reason.

### **Is the Annual Membership Fee tax-deductible?**

Some HSA, MRA or FSA accounts have covered these fees in the past 10 years with our existing patients. Please talk to your tax advisor and/or employer about this. We can provide you with a detailed receipt upon request.

### **What are the main differences between the \$3750 (Level 2) vs \$1100 (Level 1) options?**

Our Level 2 patients have more prioritized access to Dr. Mai and a dedicated mobile number to address medical issues. Please refrain from contacting Dr. Mai directly (via text) even if you learn of her personal mobile number - this is reserved for her personal use. **Level 2** patients use a different phone number to text with the doctor. At all levels, Dr. Mai can be reached at (949) 262-9700 - 24 hours a day, 7 days a week - follow the prompts. More details can be discussed with the doctor directly.