



Enhanced Concierge Care Benefits Included as Part of the Annual Membership Fee:

These offerings are not covered by Medicare or by other insurance plans. Lown Group's smaller practice size allows us to provide you with the following membership benefits:

Improved communications.

Our goal is to provide support at any stage of health, in understanding your personal values, life goals, and preferences regarding current and future medical care.

- **During business hours.**

When you call the Practice during office hours there will be no phone tree to navigate, only real people to take your call, with a real concern for your health and well-being. In the event that you need to leave a message, your phone call will be returned promptly (usually within 3 business hours).

- **Your physician's personal cell phone number will be provided to you.**

This allows easy and direct communications for urgent problems that occur outside of regular office hours. Lown Group physicians will make reasonable best efforts to be available to speak with you when you are ill or injured, to assist in your care. **However, for emergencies, always call 911 first.**

- **Convenient email and text communication for non-urgent health issues or questions.**

For non-urgent questions or for follow-up to a visit, you can email us directly and you will receive a response promptly (usually within 24 hours). Alternatively you may text, message through our portal, or email.

Little or no office waiting room time, and longer appointments.

Office visits will start promptly. Most appointments are scheduled for 30-60 minutes, but some (for example, a comprehensive annual wellness exam) may take longer. Our aim is to arrange for you to have the time it takes to thoroughly address all your questions and concerns regardless of the reason for your visit.

Strong focus on preventive medicine and long-term health and wellness.

As part of our commitment to your long-term health and wellness, our philosophy is to educate you about the science of exercise, nutrition, stress management and healthy living. In addition to the cutting-edge 21st-century clinical services already offered through the Lown Group practice, we will help you identify and evaluate trusted colleagues in areas such as nutrition, stress management, obesity, physical therapy, personal training and acupuncture. This will support your effort to take an active role in managing and maintaining your good health.

Webinar lecture series.

We host periodic webinars with our staff and local experts from across the Harvard Medical School community who discuss a variety of timely health issues and offer an opportunity for small group interaction.

Complimentary parking.

We are pleased to offer convenient parking at no charge for our patients. If the self-park lot is full, complimentary valet service is available.

Our Staff

Our staff is an important part of your experience. They not only have the expertise to advocate on your behalf, but they will also assist you with scheduling and referrals as needed.

Insurance Information**Commercial Insurance Patients**

Medical office visit charges are not included in your annual membership fee. We intend to remain in-network for most insurance plans. Your insurance will be billed for all covered services. Patients will be responsible for deductibles, co-pays and exclusions in accordance with individual insurance plan guidelines. It is our intention that no insurance-covered medical services are included in your annual membership fee.

As medically indicated, Lown Group physicians will make it a priority to refer you to in-network physicians for any necessary consultations and to in-network facilities for diagnostic tests and hospitalizations. Any services rendered by these physicians or facilities will be billed by the performing entity and should likely be covered by your insurer according to in-network fees.

Medicare Patients

Lown Group will submit claims to Medicare and to your supplemental insurance on your behalf for Medicare-covered services. Patients will be responsible for deductibles, co-pays and exclusions in accordance with individual insurance plan guidelines. The annual membership fee is intended to only include services as described herein that are not covered by Medicare and will not be paid for or reimbursed by Medicare.

Annual Fees

Please see the Membership Agreement form for annual fees and instructions.

