

**Paul W. John, M.D., P.A.**

**Value Added Services Fee - Frequently Asked Questions**

**1. What is the reason for this fee?**

Fees paid by managed care companies to medical practices have declined each year since the inception of managed care. More recently, reductions have been so large that it is not possible to provide the level of service to our patients that Dr. John believes contribute significantly to the overall medical care and satisfaction of his patients. These costs, assumed by the practice, are not covered under your insurance plan.

**2. What if I don't require any value added services from your medical practice?**

Historically, you may not have utilized value added services from our medical practice, but we believe that such services are increasingly needed by our base of patients as a whole, and therefore we have selected to initiate the collection of such value added services fees. We provide the value added services to each patient, as their medical need requires.

**3. I don't have medical insurance at this time, why do I have to pay the fee?**

Our value added fees pertain to customer service that isn't specific to or even covered by insurance. We are initiating this annual value added service fee to ensure we can provide to each patient the overall level of service that he/she requires.

**4. How is this fee related to what my insurance already pays to the medical practice for my care?**

Again, this value added service fee is outside the fees billed to or paid by your insurance. These services we provide to you are non-covered expenses of providing medical care to you at the level of service that we have determined is to the best interest of our patients.

**5. I am new to the practice, and I don't know if the value added services will benefit me.**

Increasingly, more medical practices are assessing their patients this type of fee to cover the cost of care provided to them. We want you to be 100% satisfied with the care we provide. We understand that the physician/patient relationship is a very personal decision. If you decide, within the first year, to transfer your records to another physician outside of this practice, we will refund the value added services fee you have paid, minus any medical records transfer fees that may exist.

We believe that our existing patients have already experienced the benefits of our value added services. However, if you are unable to accept the terms of the fee agreement, we understand. If you desire at a later date to accept the terms of the fee agreement, we will welcome you back to our practice.

**6. Are you aware of other offices in our area that charge a similar fee?**

Yes, we are aware of several other primary care offices in Austin that charge a similar fee for the same or similar reasons. We believe our fee is very reasonable in comparison to other offices in the Austin area that have initiated the collections of such a fee.

**Please feel free to ask Dr. John any other questions you may have concerning the value added fee. He is very happy to discuss this with his patients.**