



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 Cardiovascular Group's smaller practice size allows us to provide you with the following membership benefits for:

Program Options: Membership benefits are available for two options:

- Cardiology program; or
- Combined Cardiology/Internal Medicine program

Program Benefits:

Cardiology: Individuals who enroll in the Cardiology option, will be able to connect promptly with their Lown Cardiovascular physician of choice for all cardiovascular issues and can continue to call their Primary Care Physician for all other medical needs.

Cardiology/Internal Medicine: Individuals who enroll in the Cardiology/Internal Medicine program, will be able to connect promptly with their Lown Cardiovascular physician of choice for cardiology and internal medicine needs.

Improved communications. Our goal is to provide support, at any age or stage of health, in understanding your personal values, life goals, and preferences regarding current and future medical care. If you elect to utilize the Cardiology only services, our communications will be limited to your cardiology health care needs.

- **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 Cardiovascular 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 send a text message if a brief communication is appropriate. Please note because email and text communication are not always secure, you should use discretion when choosing topics to discuss via these platforms, as the information may be accessed by an unauthorized third-party. The most secure way to communicate medical issues is through the Patient Gateway, which is monitored regularly.

Little or no office waiting room time, and longer appointments. Office visits will start promptly. Most appointments are scheduled for 30-40 minutes, but some (for example, a comprehensive cardiovascular assessment) 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 and healthy living. In addition to the cutting-edge 21st-century clinical services already offered through the Lown Cardiovascular Group practice, we will assist you to identify and evaluate wellness providers and offerings. This will support your effort to take an active role in managing and maintaining your good health.

Cardiovascular risk varies enormously from person to person. We will arrange for the management of your cardiovascular issues, as well as the assessment and management of your personal risk profile over time to optimize your overall cardiovascular health. When appropriate, and subject to your authorization, a whole-body composition analysis will be conducted to accurately assess fat mass, muscle mass, and body fat percentage.

Personalized hospital care. If you are hospitalized, we will be in close contact with you or your treating physicians. We will be available when we can to communicate with you and to serve as an advocate on your behalf, to ensure optimal cardiovascular continuity of care.

Independent or skilled facility care. If you are in an independent or skilled nursing facility, on a temporary or permanent basis, we will arrange for your physician to be available to assist with your care, through regular communication with your providers. We will also make ourselves available to your family to address any concerns and offer counsel.

Virtual and travel/long-distance consultations. Whether you are on a brief vacation, spending part of the year in a second residence, or out of town, and you have general questions about your health needs, we are available to schedule a conference call with your physician to discuss your questions and provide education. The conference calls may occur as follow ups to your medical visits within the past seven (7) days. Virtual consultations are not always intended to be used for evaluation and management of current health care needs, but instead to follow up on recent visits and answer general health care questions or for Cardiology only patients, questions related to cardiac care.

Second opinion chart review. From time to time, at your physician's discretion, a second opinion may be helpful. At no additional charge to you, we will be happy to coordinate and expedite that review on your behalf. Beyond that, you may be assured that we take advantage of our superb academic cardiac community. We take great pride in our long-established relationships at Brigham and Women's Hospital and Harvard Medical School, as well other institutions in the area. Specifically, we often arrange for the presentation of complex cases to wise and experienced colleagues to solicit additional input and make sure that your care is optimized.

Care for visiting relatives and/or friends. Should your out-of-town family or friends have a one-time emergent cardiac issue during a visit to the Boston area, we will be happy to arrange for them to be seen by a Lown provider and assist with their medical care. We will treat them as though they are a member of our program.

Quarterly newsletter on topics relevant to your health and well-being. We will provide seasonal newsletters on medical subjects of interest.

Seminar groups. We will host meetings to 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 also will continue to assist you in navigating through other aspects of the medical community when necessary.

Insurance Information

Commercial Insurance Patients

Medical office visit charges are not included in your annual membership fee. Lown Cardiovascular Group intends to remain in-network for many PPO 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 Cardiovascular 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 Cardiovascular 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.