

## Wellness Membership Program Frequently Asked Questions

### 1. What is a wellness membership program?

Joining a wellness membership program is investing in your long-term health and wellness. Patients can closely partner with their provider on their healthcare journey through more in-depth visits, advanced screenings, access to specialists and custom plans to reach personal health goals. An associated cost is included for this type of high-quality care.

### 2. Why is Adventist Health transitioning the lifestyle medicine practice to a wellness membership program?

Our team is committed to providing comprehensive care to our patients and treating them through a combination of evidence-based medicine and education around optimal health choices. Adventist Health has decided to transition the lifestyle medicine practice to a wellness membership program in an effort to provide those benefits to our patients. The trend of wellness programs or concierge-style care is prevalent for most primary care providers in the Napa Valley, so this transition is necessary to sustain our philosophy of care.

### 3. What benefits does the membership cover?

We do not believe in 10-minute visits and visits focused on only one health concern. We are passionate about patient-centered care and treating the whole person. This program provides many associated benefits that help us reach that goal.

The benefits include:

- Visits in the same convenient medical office with minimal wait time
- Same-day or next-day appointment availability
- Direct access to provider team via email
- Longer, more in-depth visits that include lifestyle/health assessment, full lab review and customized wellness plans
- Additional health resources, such as sleep pattern review, and access to a new body composition machine to help with weight loss and fitness goals
- Personalized lifestyle education
- Access to physician/patient library and reading recommendations for specific health concerns
- Expedited access to specialists, as needed
- Accessible healthcare to lower-income families
- Dependents (18-24 years old) out-of-town family and friends can be seen as non-members for acute medical problems

### 4. What is the cost of joining the program?

While other wellness programs in the area cost thousands of dollars annually, this program is much more affordable. The annual membership fee is \$600, with the option to pay either annually or bi-annually.

Adventist Health associates and their spouses will receive a membership rate of 20% off the annual rate, totaling \$480 per year.

### 5. Will my insurance still cover visits and treatments?

Yes, patients are advised to obtain or keep their health insurance policy(ies) and that coverage will continue to cover applicable services and general healthcare costs. Patients are still responsible for all copay, deductibles and coinsurance asserted by their covered plan.

We accept most health plans, including HMO plans or panels, Medicare and Medi-Cal.

### 6. How do I sign up?

If you are interested in becoming a new wellness program member, please contact the office at 707-963-2002 or visit [AdventistHealthStHelena.org/WellnessMembershipProgram](https://AdventistHealthStHelena.org/WellnessMembershipProgram).