



Manchester Medical Center Primary Care Program

Frequently Asked Questions:

Do you have questions? We have answers!

As we launch the new Manchester Medical Center Primary Care Program (MMCCPCP) we know there will be many questions. Below you will find the answers to many frequently asked questions that you may have regarding this new program. If you can't find the answers to your questions, please feel free to contact us!

What does the membership fee for the MMCCPCP pay for?

The membership fee is the minimum amount necessary to ensure we can successfully limit the number of patients established with each provider. Limiting the volume of patients seen per day will allow greater access to your PCP and better continuity of care with just your PCP. This membership fee will compensate for the ever decreasing insurance reimbursements to our highly skilled, dedicated healthcare providers. Please reference the "Manchester Medical Center Primary Care" document or contact our office for further details.

Can my entire family enroll in the MMCCPCP?

Yes, we have a fee of \$40 per month, per individual and we will cap the fee for a family of three or more at \$120 per month. However, all payments are billed annually or quarterly if needed, not monthly. We will ask that a brief health history form be filled out and reviewed by our providers before establishing to ensure that you are partnered with the PCP that best fits your needs.

How will I be billed for my membership?

Initial payments will be accepted either as a check or credit/debit card with a processing fee. Quarterly payments must be paid via credit/debit card and will be automatically processed every 3 months. The access fee is \$480 per patient for the service year, with initial payments processed at the time of enrollment. Quarterly payments are an option with a \$5 processing fee per installment added for a total of \$125 each quarter. ***Although we take your initial payment at the time of enrollment, the annual renewal date will be not based on the date of initial payment, but 365 days from the date of your first visit/encounter with a provider and annually thereafter on that anniversary date.

Which provider will I be seeing during my appointments?

Whenever possible, this membership based program will allow you to be scheduled with your established provider with whom you have built a trusted relationship. If you are injured or sick, we will do our very best to get you in with your established PCP. In urgent instances, we will have you seen by whomever is first available.

How long will it take to get an appointment with my PCP when I need one?

After the initial encounter or visit establishing your relationship with your new PCP, the membership program is designed to allow expedited scheduling. If your condition requires same day or next day appointments, we will do what we can to accommodate these needs.

How does MMC Primary Care work with MMC Urgent Care?

MMC Primary Care shares office space with the MMC Urgent Care, however they are SEPARATE medical practices and operate SEPARATE billing policies. The program membership does NOT include MMC Urgent Care services. Dr. Thomas Sterling is the Medical Director of the MMC Primary Care and MMC Urgent Care and will be engaged and involved in any and all necessary medical decisions for all patients.

Will MMC Primary Care be in-network with my insurance?

Currently MMC Primary Care is working through the credentialing process with the following insurance companies:

- Medicare
- Tricare
- Green Mountain Care (Vermont Medicaid)
- Blue Cross Blue Shield
- Aetna
- Cigna
- MVP
- United Healthcare
- If you do not see your insurance company listed, please call and we will attempt to accommodate your request.

How will this MMC Primary Care membership program work with my insurance?

This membership program is not affiliated with any government nor private insurance plans. This membership fee has been established to compensate for the lack of necessary reimbursement required to offer these services to our community. Unfortunately, the decline of insurance reimbursements is a driving factor of this PCP void that we are all experiencing.

MMC Primary Care will process patient insurance claims and payments in the traditional in-network manner. We will still collect copays at the time of service, as dictated by your insurance plan, and the patient will be responsible for any cost incurred by deductible or coinsurance, as per the provisions of your personal medical insurance policy.

Do you take Self Pay patients?

Yes. Please call to request details.

Will Telehealth Services be available as part of the MMC Primary Care?

Yes, you will have access to telehealth appointments when deemed appropriate by your healthcare provider.

If you have more questions, please email us at primarycare@mmcvt.com and leave your name, phone number and best time of day to reach you.

Thank you for partnering with us for the sake of your health.