



FREQUENTLY ASKED QUESTIONS (FAQs)

PHILIP G. HUFF, MD - NORTH FULTON INTERNAL MEDICINE GROUP, PC

- 1. What services are provided as a part of my annual fee?** Please see the enclosed “Highlights & Details” page for a complete list of offerings and amenities.
- 2. What is the mission of your practice?** My goal is to provide the highest quality medical care and service, emphasizing a proactive, comprehensive approach to both disease prevention and wellness. I believe for those who truly value their health, having a physician as a partner and coach is the ideal doctor/patient relationship. Together, we will aggressively attempt to prevent medical illnesses before they occur. These services will be provided in a relaxed, professional setting with the focus on optimizing your health. I want you to be completely satisfied with every aspect of your care.
- 3. How is the practice different?** Like many Primary Care Providers, in the past, I had greater than 2,000 patients and was often forced to limit the time needed to address all concerns. My practice model allows me to schedule 30 minutes for routine appointments and 60 minutes for the annual exam. This means more time with each patient, little or no waiting, and a greater ability to oversee and coordinate care.
- 4. At what hospital do you have an affiliation?** I am affiliated with North Fulton Regional Hospital. If you are hospitalized, a trusted colleague who is a physician specializing in hospital care (a hospitalist) will function as the admitting physician and will have primary responsibility for your hospital care. I will facilitate and coordinate your care and will make informal visits at no charge to you.
- 5. Where are you located?** I practice at 2500 Hospital Boulevard, Suite 250.
- 6. Who will cover for you when you are not available?** My goal is to be available to my patients 24 hours a day, 7 days a week. There will be infrequent occasions when I am out of town or otherwise unavailable. For practical reasons, I reserve the right to designate another qualified physician to perform any and all services on my behalf should the need arise.
- 7. Do I still need health insurance if I enroll with you?** Yes. My medical practice will not take the place of general health insurance coverage. My practice is a primary care medical practice, not a health insurance program. You are advised to continue your PPO, Medicare or other insurance program as well as participation in your FSA or HSA plan.
- 8. What additional fees can I expect outside of my yearly membership fee?** My office fees will be reduced to \$40.00 per visit. Certain injections and special procedures may require additional charges, but they will be billed to patients at a significantly reduced cost to cover the expense. I will continue to file your office visit claims with your insurance.
- 9. Will my insurance still be billed for my office visits?** Yes. I will file your claim with your insurance company for office visits. If your insurance carrier/plan requires a co-pay, I am required to collect it at the time of your visit. Office visit charges are not included in your annual fee.

FREQUENTLY ASKED QUESTIONS (FAQs) – CONT'D.

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- 10. What if you are not a ‘Provider’ on my insurance plan?** If I am not a provider for your insurance plan, I am still happy to see you. I will attempt to refer you to “in-network” physicians for any necessary consultations and to “in-network” facilities for diagnostic tests and hospitalizations as medically indicated so the services will then be covered according to in-network fees. My office fees have been reduced to \$40.00 per visit to compensate for any increased cost you may incur if I am not in your plan’s network.
- 11. What is your Medicare status?** I am and have been a non-participating physician with Medicare throughout my career. I will continue to electronically file your claim with Medicare.
- 12. Is the Annual Fee tax deductible?** The fee may be a medical expense and may be deductible. You are advised to consult with your tax consultant to clarify qualification in your particular circumstance.
- 13. What about lab, x-ray, specialists’ fees and hospitalization?** Your annual fee pays for membership in the practice, and for many other benefits listed on the Highlights & Details page. All other procedures and services will not performed in my office will be billed by the performing entity.
- 14. What if I have an emergency?** Please know that you can contact me anytime you feel the need to consult with me; however, *if you have a life-threatening emergency, call 911 immediately.* You can then call me or have the hospital personnel contact me so that I can assist in your care. If you have a non-urgent problem, I suggest you contact me first.
- 15. What if I become ill while traveling or away on an extended vacation?** *Call 911 if you have a life- threatening emergency* -- then call me. Call me first if the problem is minor. With the exception of a few controlled substances, most prescriptions can be ordered anywhere in the country. If you seek care at an emergency room or urgent care center out of our area, I request that you have the doctor seeing you call me for coordination. I will be readily available for phone consultation with you and/or other health care personnel. If you should require hospitalization while away, I will attempt to establish daily phone communication with you and your attending physician(s) to ensure continuity of care.
- 16. What if I need to see a specialist or a surgeon?** Should the need arise and should you desire, I am available to help you decide which specialist to see and to coordinate such consultations. In this way the most appropriate resource is used, the earliest arrangements are made, and your applicable medical information is sent in advance of your specialist visit.
- 17. Will I be required to pay my annual fee even if I do not use your services?** Yes. Paying your annual fee allows you to be a member of the practice whether you are sick or well. I strongly encourage you to utilize my services, regardless of your state of health, to proactively safeguard your health.
- 18. What happens if I move out of the area after I enroll?** If you move and wish to secure a new primary care physician, the annual fee will be refunded on a pro-rated basis and the amount may be determined by whether the annual comprehensive wellness evaluation has been completed. A copy of your records will be sent to your new physician upon receipt of a signed release. The release of records is required by law.
- 19. Can I enroll in the practice at any time?** By design, my practice is a membership practice with a limited enrollment. Once that enrollment limit is reached, a waiting list will be established. Every effort will be made to accommodate interested patients, but the enrollment limit must be honored in order to continue to provide the highest standard of personalized care and service to all patients.