



**MINNEAPOLIS  
INTEGRATIVE**  
MEDICINE CENTER

MEMBERSHIP CONTRACT/AGREEMENT

This contract acts as a binding agreement between you & Minneapolis Integrative Medicine Center (also addressed as “MPLS IMC”). This outlines our fees and policies specifically related to your membership with us!

Make sure you review the following sections carefully!

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## Wellness Assessment

- Fees:
  - One-time fee of \$300
- Terms:
  - 90-minute initial consultation with your Minneapolis Integrative Medicine Center doctor.
  - You'll leave with a 5 part health strategy detailing:
    - Supplementation that may be indicated
    - A dietary plan
    - Exercise recommendations
    - Personalized stress-management strategy
    - A comprehensive list of any advanced testing you may need to discover the root of your concerns.
  - Lab testing can be ordered at this visit. If you choose to return via a la carte options, you will need to schedule a follow up visit to review results with your doctor. If you choose a 6 or 12 month membership option, the follow up visit is included in your care plan.
  - Follow up care via a la carte options, 6 or 12 month membership plans.
  - Only one wellness assessment per person
  - Not subject to the universal cancellation policy. Since fees are collected at time of service, once services are rendered you are not eligible for a refund.

## MEMBERSHIP DETAILS

When using the term 'membership', it is specially in reference to The Minneapolis Integrative Medicine Center Membership.

Your membership includes:

- Online access to scheduling, and payments.
- Unlimited access to electronic messaging with your health care team.
- Access to laboratory testing as needed by your doctor.
- Access to physician grade supplements and botanical medicines either from our in office medicinalary, or online medicinalary partner at 10% off listed prices.
- Access to your patient portal which houses your complete medical record, treatment sheets and laboratory test results.
- Long distance phone or video visits are available as long as your first visit is in person to establish care.

## The Minneapolis Integrative Medicine Membership

### 12 Month

- Fees:
  - Monthly installment of \$230 for 12 months.
- Terms:
  - Successful completion of a Wellness Assessment
  - One-year commitment is required.
    - Cancellation is subject to the universal terms and conditions
  - 6 in-person, phone, or telemedicine visits with your Minneapolis Integrative Medicine Center doctor and;
  - 6 in-person, phone, or telemedicine visits with your Minneapolis Integrative Medicine Center dietitian in your membership period (12 months)
    - All visits need to be used within membership year. Visits do not roll over; unused visits are lost at the end of your membership year. Transferring visits to other people is not allowed.
    - If you are in need of extra visits, each additional visit will be billed at a la carte pricing.

- Doctor: First visit is 60 minutes. All other visits are 30-60 minutes.
  - Dietitian: Each visit is 60 minutes
- Access to unlimited laboratory testing and evaluation by your doctor. [See lab testing conditions.](#)
- Unlimited email contact (through our patient portal) with your Minneapolis Integrative Medicine Center care team for simple questions. [See 'when to message your doctor'](#)
  - You can also access your patient portal through our Google Play app. IOS coming soon (2018). Search 'MPLS IMC'
- Access to physician grade supplements and botanical medicines either from our in office medinary, or online medinary partner at 10% off listed prices.
- Fees and Terms are subject to change at time of renewal. You will always be notified of changes.

## 6 Month

- Fees:
  - Monthly installment of \$290 for 6 months
- Terms:
  - Successful completion of a Wellness Assessment.
  - Six-month commitment is required.
    - Cancellation is subject to the universal terms and conditions
  - 3 in-person, phone, or telemedicine visits with your Minneapolis Integrative Medicine Center doctor and;
  - 3 in-person, phone, or telemedicine visits with your Minneapolis Integrative Medicine Center dietitian in your membership period (6 months)
    - All visits need to be used within membership year. Visits do not roll over; unused visits are lost at the end of your membership year. Transferring visits to other people is not allowed.
    - If you are in need of extra visits, each additional visit will be billed at a la carte pricing
    - Doctor: First visit is 60 minutes. All other visits are 30-60 minutes.
    - Dietitian: Each visit is 60 minutes
  - Access to unlimited laboratory testing and evaluation by your doctor. [See lab testing conditions.](#)
  - Unlimited email contact (through our patient portal) with your Minneapolis Integrative Medicine Center care team for simple questions. [See 'when to message your doctor'](#)
  - Access to physician grade supplements and botanical medicines either from our in office medinary, or online medinary partner at 10% off listed prices.
  - Fees and Terms are subject to change at time of renewal. You will always be notified of changes.

## A-la-Carte

- Fees:
  - Visits:
    - Doctor: \$280 per hour, 30-minute minimum.
    - Dietician: \$125 per hour, 60-minute minimum.
- Terms:
  - Fees are collected at time of service.
  - Not subject to the universal cancellation policy. Since fees are collected at time of service, once services are rendered you are not eligible for a refund.
  - Access to notes, lab results & personal health plan will be given through our patient online portal.
  - Access to physician grade supplements and botanical medicines either from our in office medinary, or online medinary partner.

- Laboratory tested as needed during treatment period. Analysis of your lab work requires an official visit with your doctor.
- Not eligible for messaging support. Official correspondence only eligible during visit times, paid check-in calls, or paid email correspondence charged at a la carte hourly rate.

## UNIVERSAL TERMS

### Duration

- Your membership starts the day of your first appointment.
- You have your entire membership term from your membership start date to its end date to use your allotted doctor and dietitian visits. After that time your membership may be renewed. Visits do not roll over into the next year.

### Payment

- The MPLS IMC Membership is subject to auto-renews at the end of your term. You have the option to opt out, upgrade or continue care on an a la carte basis.
- All patients will be required to keep a card or bank account number on file with our secure third-party, HIPAA compliant membership management system (Hint Health) in order to simplify our billing processes. This card/bank information will be taken prior to your initial visit.

### Membership Cancellation

- If you decide to cancel at any point during the membership term, you will be refunded your amount paid minus fees for visits used, charged at the hourly rate of the practitioner seen, an additional \$15 per message received by each practitioner, as well as a \$100 registration fee.
- Fees incurred for supplements, lab testing, or other non-service based items charged by Minneapolis Integrative Medicine Center are not included in the membership cancellation policy and will be handled on a case by case basis.
- Due to the nature of this membership based practice please note that if you wish to cancel at certain points in the membership term there is a possibility you may have an outstanding balance that will be due at the time of membership cancellation.

### Insurance Coverage

- We do not contract with insurance providers, and would be considered an out-of-network specialist.
- However, we can provide you with a superbill that can be submitted to insurance and your policy may cover services according to their discretion.
- We do not directly bill your insurance company, nor are we able to file claims on your behalf.
- We cannot provide a superbill for participants of Medicare, Medicaid, or MN Care. We are not eligible participants for any of these programs.
- In most cases, FSA/HSA dollars may be applied to membership fees, tests, supplements and botanical medicines

- Minneapolis Integrative Medicine Center cannot guarantee coverage. Check with your provider for eligibility.

## Lab testing

- Lab testing is essential to diagnosing and treating the cause of your condition! This allows us to target your treatments specifically. We make every effort to make sure you are well informed of any and all fees associated with getting lab work done prior to collecting the specimen.
- Many lab tests may be ordered by our doctors and billed to your insurance company through third party labs. Minneapolis Integrative Medicine Center cannot guarantee coverage.
- We offer cash based labs that will be billed directly to you by Minneapolis Integrative Medicine Center.
- All specialty/functional lab testing is optional and you are not obligated to purchase or participate. Fees for laboratory testing are not included in membership fees, wellness assessments or a la carte visits.
- We cannot bill Medicare, Medicaid, or MN Care for any laboratory testing. We can give you a list of recommended tests that you may bring to your appointed primary care physician and they can be ordered by that physician at their discretion.

## What is considered a visit with your provider?

- Great question! A visit is an in-person or phone consultation that is conducted by your provider!
- Simple medical questions can be handled via the messaging app and do not count towards your visits. However, if you have a new concern or we deem that your question is too difficult to address over messaging, we may ask you to schedule an in-person or phone visit with your provider.
- All non-medical related visits can be addressed by our staff.

## When should I message my doctor?

- We encourage all of our members to reach out to us with simple questions or non-emergent concerns! We strive to get back to you as quickly as possible! However, if you have a new concern or we deem that your question is too difficult to address over messaging, we may ask you to schedule an in-person or phone visit with your provider.
- If you require urgent care or immediate care, you should call 911 or visit the nearest emergency room. The costs of these urgent care or emergency room visits are not covered under your membership fees and will be billed to you or your insurance directly from those providers.
- We do not guarantee messages response (email or Charm messages) after 5pm on weeknights, or on weekends. We do our best to be prompt in our response but if you have an emergent concern please call 911 or visit the nearest urgent care or emergency room. Responses to messages, either by email or Charm EHR, may take up to 24-48 hours.

## Electronic Messaging

- Please do not send confidential patient information to our practice email address. Our email servers are not HIPAA compliant and in order to protect your confidential medical information we request you refrain from communicating about your confidential medical information through email.
- Our electronic medical records (EMR) system is HIPAA compliant and is the appropriate place to communicate about your confidential medical information with your doctor. Through your patient portal you will have access to the messaging center.

## Visit cancellation policy

- In order to best serve our patients, we require a 24-hour cancellation notice for all appointments types. If you cancel within 24 hours of your appointment, a \$50 cancellation fee may apply to the card on file.
- If you do not show up to your initial visit, you will be required to pay the entire cost of the visit, and not eligible to be rescheduled.
- If you are in an active membership, and do not show up to your scheduled visit, that visit will be deducted from your visit total.
- If you are over 15 minutes late to your visit, it will need to be rescheduled and is subject to the late cancellation fee of \$50 applied to the card on file.
- We are always trying to help our patients, and we can be very understanding, but we ask that you respect our time as well and give advanced notice if you plan on missing your appointment.

## Our office location

- Minneapolis Integrative Medicine Center is located inside of Fueled Collective Northeast Minneapolis, a membership based facility. MPLS IMC has leased space from Fueled Collective Northeast to conduct our services. Being a member of Minneapolis Integrative Medicine Center does not mean you are a member of Fueled Collective Northeast Minneapolis and as such are not entitled to Fueled Collective membership benefits.
- Employees of Fueled Collective Northeast Minneapolis are not contracted employees of MPLS IMC and are not subject to HIPAA compliance. Upon check-in at the Fueled Collective Northeast Minneapolis reception desk you will be asked your name. Please use only your first name as an identifier and let them know you are here to visit Minneapolis Integrative Medicine Center. Refrain from divulging other confidential medical information to Fueled Collective Northeast employees or other members you may encounter. Any and all questions you have about MPLS IMC should be directed towards your doctor or other specified staff of MPLS IMC.
- Fueled Collective Northeast Minneapolis is a dog friendly space. You may encounter dogs during your visit to MPLS IMC and Fueled Collective Northeast Minneapolis. MPLS IMC has no control over other members visiting dogs and cannot guarantee you will not encounter a visiting dog on your visit.

## Transferring membership

- Just as your health is individual to you, so is your membership. We do not allow members to share, or transfer membership services, including unused visits, to anyone else.

## What is NOT included in Membership, Wellness Assessments and A La Carte options

- Supplements, vitamins, botanical tinctures, topicals, or other recommended nutrient therapy members choose to purchase through our clinic, our online medinary or other retailers.
- Food, cooking utensils or equipment, cookbooks/other nutritional educational material, or any other costs that may be incurred by changing your dietary lifestyle that may be recommended by a MPLS IMC doctor.
- Laboratory test costs
  - Most lab tests are fully or partially covered by your health insurance plan
  - We cannot bill Medicare, Medicaid, or MN Care for any laboratory testing. We can give you a list of recommended tests that you may bring to your appointed primary care physician and they can be ordered by that physician at their discretion.
  - Some may not be covered or may require a co-pay
- Fees from services provided outside of Minneapolis Integrative Medicine Center, such as emergency and specialist care, or visits with your primary care physician will be billed to you or your insurance plan by those providers

- Fees from services recommended by Minneapolis Integrative Medicine Center doctors but performed by outside providers, such as but not limited to: acupuncture, massage, professional counseling, personal training, and gym memberships. These services will be billed to you directly by the independent providers.

## Disclaimer

- We are not a health insurance plan or replacement and we encourage all members to secure outside insurance. We are also not an urgent care, emergency room, or provide 24/7 phone access for emergent situations.
  - It is encouraged that you continue care with a local primary care physician. We do not meet the criteria for a primary care physician in the eyes of insurance companies. We are not contracted with any insurance companies, and are not considered in-network. We do not guarantee coverage for our services by your insurance company.
  - We are not specialists, and will happily refer you to a specialist such as but not limited to gynecology, cardiology, or gastroenterology for further workup, if needed. These specialists will bill your insurance accordingly, and their services or co-pays are not covered by your membership fees.
  - We do not guarantee same-day urgent visits. We will do our best to accommodate your needs and our providers schedule.
  - We do not have a 24 hour answering service and do not guarantee taking or returning calls on weekends.
  - We do not guarantee messages response (email or Charm messages) after 5pm on weeknights, or on weekends. We do our best to be prompt in our response but if you have an emergent concern please call 911 or visit the nearest urgent care or emergency room. Responses to messages, either by email or Charm EHR, may take up to 24-48 hours.
- Becoming a member of Minneapolis Integrative Medicine Center does not mean you are an investor, owner, or that you own stock in our company. Being a member simply means you have purchased a set of services.
- Renewal:
  - 30 days before your membership ends, you will be notified to renew your membership. If you would like to opt out at this time you may do so. Membership will auto-renew if you fail to submit notification of membership cancellation, and sign necessary forms.
  - There is not a penalty if you chose not to renew your membership. If you choose not to renew, we are happy to continue care with you on an a la carte basis.
- Family Members:
  - Due to the nature of our membership model, we limit the nature of visits and email contact directly to your health and medical care.
  - Family member discounts (your legal spouse and dependents) are eligible for 5% discount on their membership fees.

## GETTING STARTED WITH US!

- Prior to your initial scheduled visit, we ask that you have all your new patient paperwork filled out in full so we can use our time discussing your medical history. New patient paperwork is due 48 hours before your appointment time through your patient portal. If you do not have your paperwork completed within 24 hours, you will be asked to reschedule your appointment, and may be responsible for a late cancellation fee.
- Please bring in or submit through your patient portal any labs and/or imaging that you may have had done so we don't perform any unnecessary testing you may have already had.
- You will be required to sign medical release/authorization forms in order to begin care with us- no exceptions! This information will be provided separately.

Whew, that was a lot!

If you wish to start care with us, and become a member of Minneapolis Integrative Medicine Center please indicate your agreement with these terms and conditions described above by checking the box next to "I HAVE READ AND AGREE TO THE MINNEAPOLIS INTEGRATIVE MEDICINE CENTER MEMBER CONTRACT/AGREEMENT." By doing this, you will be creating a binding contract between you and Minneapolis Integrative Medicine Center. This contract may only be amended or cancelled in writing, signed by you and Minneapolis Integrative Medicine Center. You will be an official Minneapolis Integrative Medicine Center member as soon as you receive written notification from our office following receipt of your electronically signed copy of this agreement, your membership fee payment, and any additional information we may require.

In office:

\_\_\_\_\_  
(Full Name, signed)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Full Name, printed)

Welcome to the MPLS IMC Family!

Dr. Cassie Wilder

Updated: 09/28/2018