



Member Welcome Letter

Quality Care | Direct Access | Personalized Service
"Here for you, all the time."

A Guide for Membership to Elevate Medical

A WARM WELCOME TO ELEVATE MEDICAL | MD Direct Care Family Medicine! We're delighted to have you as part of our healthcare community. To help you navigate the ins and outs of your membership, please refer to this guide—it's a friendly companion designed to answer any questions you may have.

ROUTINE OFFICE HOURS: 9 am - 4 pm, Monday-Friday

Our office hours are from 9 am to 4 pm, Monday to Friday, and visits are by appointment only. To schedule, simply request a visit through the patient portal's "Appointments" tab. While not all visits are available for online scheduling, we're here to assist you promptly. If you have an acute need and can't find an available same or next-day visit, reach out via text or call us at the **main clinic number (931) 548-1992**.

PHONE, EMAIL, and VIDEO VISITS: Phone, email, and video visits are also options for addressing many matters. The patient portal is your gateway to convenient and secure communication. We check text messages regularly, and non-urgent matters will be addressed during routine office hours.

AFTER-HOURS CONCERNS: For after-hours concerns, we've got you covered. Our members-only after-hours numbers, found in the patient portal, offer virtual triage for urgent health matters. Remember, we rely on your responsible use of this service, reserving it for cases where urgent care outside of regular office hours is uncertain.

COMMUNICATION: Communication is key in providing you with the best care. You should always hear from us about test results within a week. If you haven't, please get in touch. We still use faxes for some processes, so we can double-check to ensure nothing has been lost in the shuffle.

Routine Phone Calls and Text Messaging: When it comes to routine phone calls, text messages, and emails, we aim to respond promptly. A text message is a great initial point of contact, allowing for both detail and documentation. Emails are generally replied to within 1 business day, and phone calls within the same timeframe.

Labs, Test Results, and Referrals: Labs and test results may take varying times to process, but we'll keep you informed. Referrals are important, and if you don't hear from a specialist's office within 7 days, let us know.



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MEDICATION & REFILLS: Medications and refills are handled with care. If you take multiple medications, bring your pill bottles to appointments for accurate records. Refills to your preferred pharmacy need 72 business hours' notice, and for in-office dispensing, plan to make requests by noon on the first Monday of each month.

We approach medication management thoughtfully, working with you on long-term plans and lifestyle options. For certain controlled substances, we encourage collaboration with specialists for additional therapeutic options.

INSURANCE PRIOR AUTHORIZATIONS & DISABILITY CLAIMS: Insurance prior authorizations and disability claims are processed for you one time. While we're committed to direct patient care, we appreciate your understanding of the limitations on repeated prior authorizations.

PAYMENT: Payment for services is due at the time of rendering, and membership payments are processed monthly or yearly through ACH. Please note that expenses incurred through insurance billing are not our responsibility.

COMMUNITY: At Elevate Medical, we're not just a healthcare provider; we're a community committed to making your healthcare experience easy, pleasant, and more affordable. Home visits based on distance are available, and we're here to support you on your journey to reclaim health and care.

Thank you for choosing Elevate Medical! We're excited to embark on this adventure with you.

Take care,

Elevate Medical Health & Wellness