



AFFORDABLE ACCESS

Member Services Guide

Affordable Access is an office-based primary care services plan. Members may schedule appointments as needed for preventative care such as yearly exams, chronic disease management and in-office procedures. Same or next-day appointments are available for minor injuries and illnesses.

Chronic Disease Management

Ongoing care is provided for diseases like high blood pressure, diabetes, or asthma, with the goal of improving quality of life and reducing complications; if specialist care is needed, appropriate referrals will be made but the cost of specialist care is not included.

In-Office Procedures

To assist with diagnosis or treatment, procedures such as skin biopsy, wart removal, toe nail removal, breathing treatment, stitches, electrocardiogram, simple x-rays and fracture treatment, drainage of abscess, etc., are performed; when there is a supply or laboratory analysis cost associated with a procedure you will be informed in advance.

Laboratory Testing

Laboratory tests that are completed in the clinic are included; when specimens are processed off site, they are billed separately and the charges will be explained in advance. Certain lab work associated with a yearly exam is included.

Medications and Immunizations

Injectable medications and adult and childhood immunizations given in the office are included; if an immunization is not generally recommended for all populations, it can be purchased on site at or near the cost of the medication.

Preventive and Wellness Care

Periodic health exams and recommendations for screening tests and procedures in accordance with national clinical care guidelines are included. Certain basic screening lab tests based on age and risk are included in the membership at no charge. Promotion of healthy lifestyles and behaviors is provided, which may include referral to behavioral health for short term, problem-focused consultation.

Urgent Care and Treatment

Evaluations for illnesses or injuries that do not require emergency or specialist care, but are commonly addressed in an outpatient primary care office, are included.

Prescription Pharmaceuticals

Prescriptions are written for lower cost treatment options whenever possible; cost of medication is not included.

24/7 Phone Access

A provider is available for phone consultation outside office hours.

This is not an insurance plan. It provides for primary care services only and makes no provision for emergency or specialty care.

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