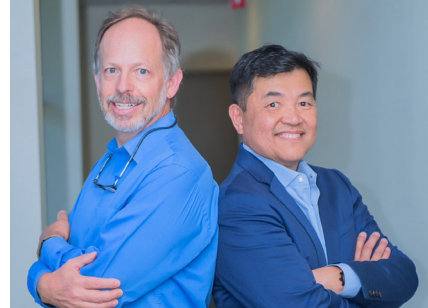




Eric G. Tepper, M.D.
Reed Vuong, D.O.
FAMILY MEDICINE
PERSONALIZED CARE



Eric G. Tepper, M.D. | Reed Vuong, D.O.

FAQs

FREQUENTLY ASKED QUESTIONS

What services are provided as a part of my annual fee?

Please see the "Highlights & Details" page for a list of amenities & benefits. We will provide these non-covered services at no additional charge. Medicare and commercial insurance covered services will continue to be billed accordingly.

What is the mission of your practice?

Our goal is to provide the highest quality medical care and service, emphasizing a proactive, comprehensive approach to both disease prevention and wellness. These services will be provided in a relaxed, and yet professional setting. From the moment you enter our office, we want you to be completely satisfied with every aspect of your care.

How is the practice different?

We limit the size of our practice to devote more time to each patient's care and individual needs. This practice model allows us to schedule approximately 30 minutes for routine appointments and approximately 60 minutes for the Comprehensive Annual Health Assessment. Appointments will start promptly, and we will be able to spend more time with you. If a problem requires extra time for evaluation, we will accommodate you to the best of our ability. Also, our communication will be enhanced through patient-dedicated cell phone and email.

Where is your office located?

Our office is located at 5030 J Street, Suite 201, Sacramento, CA 95819.

At which hospitals are you on staff?

We are affiliated with Mercy General Hospital and Sutter General Hospital, Sacramento.

Who will cover for you when you are not available?

Our goal is to be available to our patients 24 hours a day, 7 days a week. However, there will be occasions when we are out of town or otherwise unavailable. In these situations, we will cover for each other or a trusted colleague will serve as our covering physician.

Do I still need health insurance if I enroll with you?

Yes. Our medical practice will not take the place of general health insurance coverage. Our practice is a primary care medical practice, not a health insurance program. You are advised to continue your Medicare or other insurance programs as well as participation in your FSA or HSA plan.

Will you be a 'Provider' on my insurance plan?

We intend to remain "in-network" providers for most major PPO insurance plans and will bill your insurance directly for office visits. (Office visit charges are not included in your annual fee.) We do not accept HMO plans. If the terms of your insurance plan require a copay, we are obligated to request payment at the time of service. Even if we are not providers for your insurance plan, we 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. Those services will likely be covered by your insurance plan.

Will my private insurance reimburse my annual fee?

The annual fee is not reimbursable by your insurance plan.

Will you be a Participating 'Provider' for Medicare?

Yes. Our status with Medicare will remain unchanged. Our office will file your claims with Medicare, as well as with your supplemental insurer on your behalf, as required by law.

Do you bill Medicare for my annual fee?

No. The annual fee only includes services and benefits described herein that are not covered by Medicare (or any other payor) and will not be paid for or reimbursed by Medicare.

FAQs

FREQUENTLY ASKED QUESTIONS

Is the annual fee tax deductible or reimbursable through my FSA or HSA?

In some instances, the annual fee, or part of the fee, may be payable through your HSA. You are advised to consult with your HSA or FSA plan administrator, employer, HR representative or tax adviser to clarify qualification in your particular circumstance.

What are my annual fee payment options?

Your annual fee may be paid in full by check to: **Eric G. Tepper, M.D.** or may be paid annually, semiannually, or quarterly by credit card. If you opt to pay by credit card, the first payment will be charged to the credit card you indicate on your Membership Agreement Form upon receipt of your executed Membership Agreement Form. The remaining balance of your annual membership/enrollment fee (if any) will be charged automatically to your credit card in installments after your start date, accordingly. Until we hear otherwise, payments will be processed continually.

What about lab, x-ray, specialists' fees and hospitalization?

Your annual fee pays for membership in the practice, and for many other non-covered benefits. All procedures and services not performed in our office will be billed by the performing physician and/or entity.

What if I have an emergency?

Please know that you can contact us at any time; however, if you have a life-threatening emergency, call 911 immediately. You can then call your physician or ask the hospital personnel to contact us so we may assist in your care. If you have a non-urgent problem, please contact your physician first.

What do I do if I become ill while traveling or away on an extended vacation?

If the problem is minor, call us first. However, call 911 if you have a life-threatening emergency. Then call us. 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, we will request that you have the doctor seeing you call us for coordination. We will be readily available for phone consultation with you and/or other healthcare personnel. If you should require hospitalization while away, at your request we will attempt to establish regular phone communication with you and your attending physician(s) to ensure continuity of care.

What if I need to see a specialist or a surgeon?

Should you desire, we are 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.

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 our practice whether you are sick or well. We strongly encourage you to utilize the benefits offered, regardless of your state of health, to proactively safeguard your health.

What happens if I move out of the area and need to terminate after I enroll?

Your membership agreement can be terminated upon 30 days written notice. If you move and wish to secure a new physician, the annual fee will be refunded on a pro-rated basis. A copy of your records will be sent to your new physician upon receipt of a signed release. This release of records is required by law.

Can I enroll in your personalized medical practice at a later date?

By design, our practice is membership based with a limited enrollment. Once that enrollment limit is reached, a waiting list is established. Every effort will be made to accommodate interested patients now and, in the future, but the enrollment limit must be honored in order to continue to provide the highest standard of personalized care and service to all patients.

What if I have questions about my concierge enrollment or membership?

Please call my membership team at (847) 432-4502 to be connected with Specialdocs Consultants, LLC, the outstanding company long respected for its expertise in membership medicine. They can help answer your questions related to enrollment, membership billing and renewals.