



Heather Hogan, DNP, CNM
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Haven Health Concierge Patient Agreement

Patient Full Legal Name/Preferred Name: _____

Date of Birth: _____

Haven Health offers concierge health care services for gynecologic care and services within the scope of Certified Nurse Midwives. This concierge service provides enhanced access to care and services delivered by the Haven Health clinical team.

This agreement is **not** an insurance policy and is **not** intended to replace insurance coverage. Concierge health care allows patients to receive comprehensive, patient-focused care, including extended appointment time, improved access to scheduling, and timely communication with their care team.

Membership Fee:

Amount: \$80 per patient, per month

Payment Method: _____

Billing Date: Last Friday of the month

Terms of Agreement:

Start Date: _____

Autorenewal: Monthly

Cancellation: In writing at least two (2) weeks before next billing cycle

The full monthly amount is billed on last the Friday of each month regardless of start date

Payment Policy:

Concierge services require an active monthly payment. If payment is not successfully processed, concierge services will be temporarily paused and the patient will be removed from the concierge panel.

If concierge services are paused or discontinued due to nonpayment, the patient remains responsible for any outstanding charges incurred prior to removal from the concierge panel.

Any past-due balances must be paid in full before additional care or services are provided, including care outside of the concierge program.

Once all outstanding invoices have been resolved, the patient may continue receiving care at Haven Health outside of the concierge program if desired. Our team is available to address billing questions and discuss appropriate payment options after the current balance has been paid.



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* The concierge fee is not dependent on the number of services rendered

** The concierge fee is not payment for insurance-covered services

Termination of Services:

Concierge services may be terminated due to nonpayment, inappropriate, unsafe, or disruptive behavior, or to facilitate transition of care to another provider.

Included Services:

- Extended patient appointments
- Same-day scheduling, *when available*
- Unlimited direct messaging and phone communication, *within appropriate clinical boundaries*
- Care coordination and counseling
- Wellness and lifestyle guidance
- Priority clinician response within 24 hours **On weekends and holidays, response times may vary and messages may be answered by a member of the care team rather than the primary provider*
- Unlimited appointments with the assigned clinician

Services Not Included:

- Hospital Services
- Emergency Services
- Surgery and Anesthesia
- Pathology and Imaging Fees
- Services Provided by Outside Providers
- Medications or laboratory fees
- Fertility Services

Access and Communication Policy:

All patient messages and appointment requests will be responded to within 24 hours. On weekends and holidays, response times may vary and messages may be answered by a member of the care team rather than the primary provider.

Concierge care is **not** a substitute for emergency services. If the patient experiences a medical emergency at any time, they should call 911 or seek immediate emergency evaluation.



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Insurance, Billing and Medicare:

No insurance or Medicaid claims will be filed for concierge services provided by Haven Health. The patient agrees not to submit insurance claims independently for concierge services. The patient understands that use of FSA or HSA funds is subject to individual plan rules. Haven Health does not provide insurance billing codes or superbills for concierge services.

Medicare beneficiaries may not enroll in Haven Health concierge services. Patients who are enrolled in Medicare, or who later become enrolled in Medicare, must notify Haven Health immediately and discontinue concierge services.

Patient Responsibilities:

The patient agrees to:

1. Provide accurate and complete health information
2. Use messaging and after-hours contact appropriately
3. Maintain payment compliance as outlined in this agreement
4. Refrain from submitting insurance claims for concierge services

Clinician Responsibilities:

The clinicians at Haven Health agree to:

1. Maintain appropriate certification and licensure
2. Provide services within their scope of practice
3. Maintain HIPAA-compliant medical records
4. Follow evidence-based standards of care established by applicable governing bodies

Agreement Execution:

*This Concierge Patient Agreement is **not executed** until it has been delivered through Haven Health's HIPAA-compliant patient portal and signed by both the patient and a Haven Health provider. Review of this agreement alone does not activate concierge services.*

Patient name: _____

Provider Name: _____

Patient Signature: _____

Provider Signature: _____

Date: _____

Date: _____