



FREQUENTLY ASKED QUESTIONS – FOR INDIVIDUALS

Why join Mountain View Family HealthCare?

Our patients are a diverse group of people who share common desires for their primary care experience and are motivated to invest in wellness and prevention to optimize their health. They value:

- A relationship with a physician who partners with them and takes the time to ensure that all of their health issues are adequately addressed.
- Having their physician advocate for them and help navigate an increasingly complex healthcare system.
- Prompt responses to their needs including timely appointment scheduling and call backs.
- More direct communication with their primary care physician.
- Primary health care that is high quality, comprehensive and affordable.
- Less guesswork on the cost of their health care.

What ages of patients do you see?

We provide primary healthcare for men and women of all ages as well as teens and children (including newborns).

What is Direct Primary Care?

Direct Primary Care (DPC) is a practice model where patients pay a monthly fee in place of the usual fee for service model and do not contract with insurance companies. This innovative model of care reverts to the philosophy that care is best delivered in a direct relationship between the patient and physician. By cutting out insurance billing, we can focus our time and energy on YOU and what's best for your health instead of on what insurance will reimburse for the cost of your primary care.

How does this model improve access to care for me and my family?

In the DPC model, we are able to limit the number of patients in the practice so that we can provide more timely care, usually same day or next day appointments. Our smaller practice size also allows for longer appointment times in order to address your health issues more comprehensively.

How does Mountain View Family HealthCare act as a patient advocate?

In this model, we are able to focus our time and energy on supporting you beyond your visit including significantly more time spent collaborating with consultants, helping you access lower cost prescriptions and imaging studies and coordinating your care with other providers.

Why is there a monthly fee?

We are able to limit our patient volume by charging everyone a monthly fee. This allows for more appointment availability so that you receive care when you need it and spend substantially more time with your physician at each visit. In addition, you have access to your own physician after hours which can save you a more expensive visit to urgent care or the Emergency Room. We can also reduce the per visit charge to decrease barriers to investing in prevention of disease while addressing any problems early to limit the development of more serious problems.

Why does Mountain View Family HealthCare charge additional fees for some services?

By charging small fees for office visits, phone consultations and in-office labs and procedures, we are able to keep the monthly fees lower instead of charging more per month for everyone including those who use our services less.

Is Mountain View Family HealthCare an insurance plan?

The Direct Primary Care model is not a substitute for an insurance plan. The monthly fees cover primary care only from Mountain View Family HealthCare and not labs, imaging, medications, visits to specialists or other providers, hospital care, etc. To cover unexpected health emergencies, we strongly encourage enrollment in an some type of insurance plan.

How does Mountain View Family HealthCare work with insurance?

We do not contract with any insurance plans and would be considered an “out of network” or “non-contracted” provider if you have health insurance coverage. Our monthly fees are not reimbursable by any insurance plans though legislation is currently being considered in Congress to allow HSA and FSA funds to pay for DPC membership fees.

Can Medicare patients join Mountain View Family HealthCare?

We provide many Medicare patients with comprehensive primary health care. This practice has “opted out” of Medicare contracting in order to adhere to the DPC model. However, services ordered by us such as prescriptions, oxygen therapy, physical therapy, home health care, etc. will be covered by Medicare as are any services by other Medicare contracted providers including specialists.

Can I use my Flex account or HSA plan to cover office visits and procedures performed at Mountain View Family HealthCare?

Office visits and other clinical services provided at Mountain View qualify for use of funds in HSA and Flex accounts.

