

Summary of Patient Services (continued)

Make Qliance Your Medical Home



Hospital Care Coordination

If hospital care is required, Qliance Level 1 patients will receive remote coordination and supervision of their care via a hospitalist. A hospitalist is a primary care physician who assumes the bedside care of a hospital patient in the place of the patient's primary care provider. When you have completed your hospital stay, your Qliance provider will coordinate with the hospitalist to provide appropriate medical care follow-up. Qliance does not cover the cost of the hospitalist or any other hospital care.

X-ray Imaging

Qliance offers selected basic x-rays in our office at no additional charge. Outside radiologist interpretation (if needed) is provided at cost. If you have health insurance, outside x-ray interpretations may be billed to your insurance.

Laboratory Testing ✓

If laboratory tests are needed, Qliance includes blood draws and sample collection in our clinic that will be sent out and processed at our partner laboratory. Such tests are provided at cost or may be billed by our lab partner to your insurance.

In-office Procedures ✓

Qliance includes selected diagnostic and urgent care procedures in our office including but not limited to: blood draws, EKGs, casts, stitches, joint injections, skin biopsies, wart removal, wound care, PAP smears and spirometry. There is no additional fee for performing these procedures. If an additional fee is required for materials or laboratory analysis, it is charged at cost.

Prescription Pharmaceuticals ✓

Qliance providers are able to dispense selected prescription pharmaceuticals in our office. Your monthly care fee does not cover the cost of these or any other drugs. Prescription drugs dispensed on-site are provided at cost and generally offered for "first fills" only. Prescriptions may also be filled at your pharmacy which will bill your insurance.

Medications & Vaccines ✓

Qliance providers can administer selected medications and vaccines in our office. While some of these items are provided at no additional charge, some are charged to you at our cost. In Washington State, all state-approved childhood (ages 0-19) immunizations are currently provided at no extra cost.

You are not required to have insurance coverage to be a Qliance patient. Our approach returns control of your care to you and your provider. Even if your employment status or insurance coverage changes, you can remain a Qliance patient as long as you maintain your membership.

Our patient-centered care is ideal for individuals who want better access, exceptional service and more attention from their primary care provider.

Our affordable fees make our high level of service available for individuals who traditionally pay out-of-pocket for their primary care, including those with low cost, high-deductible insurance plans (with or without accompanying health savings accounts).

Employer and insurance agent inquiries welcome.

Join Today!

To learn more about our service or register as a patient please visit our web site at www.qliance.com, call (206) 381-3030 or email info@qliance.com



Qliance does not provide comprehensive health insurance coverage. It provides only the healthcare services described in the Qliance Patient Services guide.

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Get the Benefits of Direct Primary Care



- Better Access
- Exceptional Service
- Lower Cost

Introducing Qliance®

The Benefits of Direct Primary Care

Summary of Patient Services

Over 40¢ of every \$1 you spend on primary care traditionally goes toward costs associated with insurance billing and reimbursement.

That means your physician has to see a lot more patients to make ends meet. No wonder it takes forever to get an appointment, and when you do, your doctor is in a hurry.

Insurance is appropriate to protect you against catastrophic illnesses. However, it may interfere with your routine primary and preventive care, while increasing its cost.

Qliance medical group is reinventing healthcare by providing unhurried and personalized primary, preventive and wellness care for an affordable monthly fee.

How can we do this? We operate outside the insurance system. Instead of spending that 40% of what you pay for primary care on back office staff and accounting or giving it to insurance companies, we use it for state-of-the-art technology, more providers, longer operating hours and lower prices.

The bottom line is that you—not the insurance company—become our customer and benefit from true patient-centered primary care. It's that simple.

Each Qliance physician and nurse practitioner works with a small, limited number of patients so your health care is personal, thorough and professional. When you join Qliance, you get complete primary and preventive care coordination and management, even for chronic diseases. And you can rest easy knowing that your appointments are going to be on-time and unhurried.

Best of all, your health care decisions are made by you and your provider in a comfortable, patient-centered setting.

Qliance Features:

- Unrestricted office visits
- Same or next-day appointments for urgent care
- Unhurried 30 to 60 minute office visits
- After hours phone coverage
- Extended weekday hours
- Weekend office hours
- Phone appointments
- No screening for pre-existing conditions
- No long-term contract
- No per-visit charge
- No insurance required



Your monthly care fee covers the following primary care services. Items marked with a (✓) indicate that additional information, including pricing, is available on our website at www.qliance.com.

Urgent Care

Qliance Primary Care provides same or next-day evaluation for urgent medical problems including minor injuries and diagnosis, and treatment of problems appropriate to primary care (*e.g. colds, illness, minor accidents; conditions that don't require emergency, hospital or specialist care*).

Preventive Care

Qliance provides thorough, periodic physical exams and age specific health screenings for men and women—infants through seniors. Your provider will evaluate your current state-of-health and recommend improvements for your future health and wellbeing.

Wellness Care

Your Qliance provider offers both primary and wellness care. Your visits may include extended consultations and personalized coaching to create positive lifestyle changes such as weight loss, smoking cessation and stress management.

Chronic Disease Management

Qliance incorporates national guidelines to provide our patients with state-of-the-art primary care for hypertension, diabetes, hyperlipidemia, heart disease, asthma, arthritis, osteoporosis and many other chronic conditions. Your Qliance provider may provide education and training to manage your chronic condition. If your chronic condition changes and you need more specialized care than your Qliance provider can provide, we will refer you to an appropriate specialist health care provider and assist you in making decisions relating to their care.

Specialist Care Coordination

If more specialized care is needed, we are available to assist in referrals to outside health care providers. This includes briefing the specialist about your medical condition and following up with the provider after your consultation. If you have insurance, we will strive to provide referrals to providers covered by your policy. If you are paying out-of-pocket for your medical care, we will try to provide referrals to health care providers who have a policy of providing discounts to cash paying patients.



Qliance[®] Membership Rates

Patient Care Options

Qliance offers two levels of care: Level 1 and Level 2. Both levels of service receive the care outlined in the Qliance Patient Services Guide.

Qliance Level 1

Age	Fee	Clinician Type
0-19*	\$44 / \$54	<ul style="list-style-type: none"> Family or Internal Medicine MD or ARNP
20-29	\$59	Hospital Care <ul style="list-style-type: none"> <u>Remote</u> coordination and supervision at any hospital with your specialty care clinician by your Qliance clinician. After-hours Coverage <ul style="list-style-type: none"> Shared by all Level 1 clinicians
30-39	\$64	
40-49	\$69	
50-59	\$74	
60-64	\$79	
65+	\$84	
\$99 Registration Fee		

Qliance Level 2

Age	Fee	Clinician Type
0-19	\$54	<ul style="list-style-type: none"> Family Medicine or Internal Medicine MD
20-29	\$64	Hospital Care <ul style="list-style-type: none"> <u>On-site</u> rounds by your Level 2 clinician at a specified hospital to coordinate your care provided by local hospitalists and specialists. After-hours Coverage <ul style="list-style-type: none"> Weekdays, your clinician. Weekends & holidays, shared by all Level 2 clinicians.
30-39	\$79	
40-49	\$99	
50-59	\$109	
60-64	\$119	
65+	\$129	
\$99 Registration Fee		

*\$44 rate applies to children ages 0-19 of adult Qliance patients. Fee Schedule effective February 1, 2010 per patient and subject to change.

For ease of payment processing, the average age-banded rates for any billing account may be used upon request to Qliance.

Qliance® Locations & Registration

Registration

To become a Qliance patient, simply complete our Patient Registration Form and return it to Qliance Member Services. You can find this form on our website at www.Qliance.com or by calling **Qliance Member Services** at (206) 381-3030 to request a paper copy. Upon receipt, we will set-up your patient account, establish your electronic medical record, coordinate the transfer of your medical records (if requested) and send you confirmation of your enrollment.

After you are enrolled, you pay a monthly care fee based on your age; your first billing cycle will reflect a one-time \$99 Registration Fee which is charged once per billing account, not per person.

Practice Locations

- **Downtown Seattle**
509 Olive Way, Suite 1607
Seattle, WA 98103
P. (206) 913-4700
- **Kent Station**
521 2nd Place North, Suite 103
Kent, WA 98032
P. (253) 478-4900
- **Mercer Island**
7707 SE 27th Street, Suite 104
Mercer Island, WA 98040
P. (206) 275-4000

Membership Questions

- **Qliance Member Services**
999 Third Avenue, Suite 810
Seattle, WA 98104
P. (206) 381-3030
F. (206) 381-3035
Email: info@Qliance.com

www.Qliance.com



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