



## *Doc Bee Well* *Member Services*

As a Doc Bee Well Member, you will receive primary care services. Members may schedule appointments as needed for preventive care, chronic disease management, and acute care. Members need to reside in the state that their provider is licensed for care. Same or next-business-day appointments are available for urgent needs. When we see members virtually there are no copayments.

### **Honeybee Members**

As a honeybee member, you receive unlimited virtual visits during office hours. Your membership also covers routine lab tests as recommended by your primary care provider and unlimited access to your doctor for questions at any time using our secure patient portal or email. We will do our best to respond to your question within 48 hours (about 2 days). If you are a Honeybee member, you are eligible for discount home visits within the service area.

### **Worker Bee Members**

This package includes 12 virtual visits a year and unlimited access to your doctor for questions at any time using our secure patient portal or email. We will do our best to respond to your question within 48 hours (about 2 days). Discount home visits (within the service area) are available to Worker Bee Members. Additional add on visits can be purchased as needed based on published prices.

### **Preventive and Wellness Care**

We will discuss your current health and recommendations for screening tests in accordance with national clinical care guidelines. Promotion of a healthy lifestyle and healthy behaviors is our goal.

### **Chronic Disease Management**

Ongoing care is provided for diseases like asthma, high blood pressure, diabetes, and depression, with the goal of improving quality of life and reducing complications. If specialist care is needed, appropriate referrals will be made. The cost of specialist care is not included in the membership fee.

### **Gender-Affirming Care**

Gender-affirming care will be provided for transgender, non-binary or other gendered persons as deemed medically appropriate.

### **Home Visits**

Available to established patients only (not new patients) and those that are within the defined service area or as approved by Doc Bee Well. When we make a home visit we will take a detailed history, focused exam, assessment, and treatment plan. It may include wound care, simple procedures (skin biopsy, freezing of benign skin lesions, toenail removal, stitches, drainage of abscess and other procedures as clinically indicated). If specimens are obtained for laboratory analysis the laboratory fees are not included in the home visit. If the provider feels that the patient needs transport to the Emergency Room or referral to a Specialist, the cost of these services is not included in the membership fee or the home visit fee. If your provider feels that additional home visits are necessary, these visits will be charged separately.

### **Prescription Medications**

If prescription medication is determined to be clinically necessary by your provider, we will send the prescription electronically to your preferred pharmacy. You can use your insurance to cover the cost of medications as allowed by the plan, but we are usually unable to process prior authorizations. See your Doc Bee Well provider for more information. We encourage our patients to find the best prices possible and often refer them to [www.goodrx.com](http://www.goodrx.com) for prescription savings. We are not providing controlled substance prescriptions currently.

### **Laboratory Testing**

We have partnered with Quest Diagnostics to bring you steep discounts on lab tests. Your provider will order the tests they determine are clinically necessary then electronically submit the order to Quest Diagnostics. Patients will need to locate a Quest Diagnostics testing center convenient to them to obtain the specimen. Patients are responsible for covering the cost of the lab test and the lab draw fee. We will discuss such fees with you before ordering. Routine lab tests covered by Honeybee membership include annual complete metabolic panel, lipid screening and routine urine microalbumin (for diabetic patients only). Test results can be accessed online at MyQuest and will be discussed with you by the ordering provider.

### **Regus Office Visits**

Doc Bee Well has access to Regus Virtual offices and can meet you at one of its locations with advance notice. This is not a traditional medical office but instead it is used for in-person consultations and examinations. Regus office visits are not included in the membership plans but can be added as needed. We prefer to meet patients at the Tacoma office (1201 Pacific Ave, Suite 600, Tacoma WA) but can book at other locations as needed.

### **Remote Patient Monitoring**

If you need additional monitoring of your health, Doc Bee Well can provide in-home monitoring as an additional service. We do this using one of the approved devices like the iHealth blood pressure cuff, digital pulse oximeter, blood glucose monitor, iHealth digital scale or your continuous glucose monitoring device (Freestyle Libre 3 by prescription only). Patients take measurements at home and can send the results to the provider. This does not provide real-time data, but it can be immensely helpful in monitoring patients and adjusting treatment plans.

Reminder: Doc Bee Well is not medical insurance; it provides primary care services only and it does not make provision for Emergency or Specialty Care.