

# FREQUENTLY ASKED QUESTIONS



**Marc Harrigan, MD**

Concierge Medicine of Buckhead



## ***What is the mission of your practice?***

My goal is to provide the highest quality medical care and service, emphasizing a proactive, comprehensive approach to both disease prevention and wellness. I strive to provide excellence in care that is both compassionate and truly patient-focused. From the moment you enter my office, I want you to be completely satisfied with every aspect of your care.

## ***How is the practice different from a traditional medical practice?***

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

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

Please see the "Highlights & Details" page for a complete list of amenities and benefits.

## ***Where is your office located?***

My concierge practice is located at Northwest Medical Center, 3280 Howell Mill Road NW, Suite 207, Atlanta, GA 30327.

## ***At which hospital will you be on staff?***

I am on staff at Piedmont Hospital and will collaborate with your specialists at other hospital systems.

## ***Who will cover for you when you are not available?***

My goal is to be available to my patients 24 hours a day, 7 days a week. However, there will be occasions when I am out of town or otherwise unavailable. In these situations, a trusted colleague will serve as my covering physician.

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

Yes. My medical practice will not take the place of general health insurance coverage. My practice is a primary care medical practice, not a health insurance program. You are advised to continue your Medicare or other insurance programs.

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

I intend to remain an in-network provider 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). If the terms of your insurance plan require a co-pay, I am obligated by your insurance company to request payment at the time of service.

## ***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. My office will file your claims with Medicare, as well as with your supplemental insurer on your behalf, as required by law. If the terms of your insurance plan requires a co-pay, I am obligated by your insurance company to request payment at the time of service.

## ***Do you bill Medicare for my annual fee?***

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

## ***Is the annual fee tax deductible or payable through my HSA or FSA?***

In many instances, the annual fee may be payable through your HSA. However, most FSA plans do not provide reimbursements for the membership fee. You are advised to consult with your FSA or HSA plan administrator, employer, HR representative or tax advisor to clarify qualification in your particular circumstance.

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## ***What are my annual fee payment options?***

Your annual fee may be paid in full by check to: **Harrigan Medical Consulting Services, Inc.** or may be paid annually, semiannually or quarterly by credit card. If you opt for the semiannual or quarterly payment option, the first payment will be charged to the credit card you indicate on your Patient Agreement form upon receipt of the enrollment form. The remaining balance of your annual enrollment fee 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 the other non-covered benefits described in the Highlights & Details. All procedures and services not performed in my office will be billed by the performing physician and/or entity.

## ***What if I have an emergency?***

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

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

If the problem is minor, call me first. *However, call 911 if you have a life-threatening emergency*. Then call me. 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, I would request that you have the doctor seeing you call me for coordination. I will be readily available for phone consultation with you and/or other healthcare personnel. If you should require hospitalization while away, at your request I 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, I am 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 my practice whether you are sick or well. I strongly encourage you to utilize the benefits offered, regardless of your state of health, to proactively safeguard your health.

## ***What happens if I need to terminate after I enroll?***

Your membership agreement can be terminated upon 30 days written notice. If you wish to secure a new physician, the annual fee will be refunded on a pro-rated basis, based on the number of days that have elapsed in the Service Year. A copy of your records will be sent to your new physician upon receipt of your signed release. This signed authorization is required by law in order to release your records.

## ***What are Dr. Harrigan's credentials?***

- Board Certified, American Board of Family Medicine
- Regional Medical Director, Piedmont Hospital, Atlanta, GA 2013-2018
- Physician, Piedmont Hospital, Atlanta, GA 2008-2018
- Physician, Cobb Family Medicine, Austell, GA 2005-2008
- Physician, Sentara Healthcare, Norfolk, VA 2000-2005
- Residency, Riverside Regional Medical Center, Newport News, VA 1998-2000
- Internship, St. Joseph's Medical Center, Stamford Hospital, Stamford, CT 1997-1998
- MD, University of Virginia School of Medicine, Charlottesville, VA 1993-1997
- BA, Biology, Brown University, Providence, RI 1987-1991

Primary interests are preventive care, hypertension, diabetes, chronic disease management, obesity management and nutritional well-being. Member of the American Academy of Family Physicians, Atlanta Medical Association, Georgia Academy of Family Physicians, Medical Association of Georgia and the National Medical Association.