

Annual Administrative Fee Q&A

WHAT IS THE ADMINISTRATIVE FEE?

The annual administrative fee helps cover important services that are not reimbursed by insurance, including but not limited to, phone-based medical support, prescription refill coordination, prior authorizations, referrals, and form completion. This fee allows us to continue offering timely, personalized support that falls outside of a typical office visit.

HOW MUCH IS THE FEE?

- \$35 per individual
- \$100 per family (limited to parents and their dependent children under the age of 18)

HOW IS THE FEE BILLED?

The administrative fee is added to your bill at the time of your first visit each year. It will appear as a separate line item and is due at checkout. This fee is not billable to insurance.

HOW LONG DOES THE FEE COVER?

The administrative fee is valid for one full year from the month in which it is paid. For example, if you pay the fee on July 1, 2025, it will cover you through July 1, 2026.

WHY IS THIS FEE NECESSARY?

The rising costs of running a medical practice and declining insurance reimbursements have placed pressure on independent practices like ours. Many offices are adopting similar fees to help sustain high-quality, patient-centered care. This allows us to remain independent and continue offering the access, responsiveness, and personalized service our patients rely on.

HAVE QUESTIONS?

If you have questions after reviewing this handout, we're happy to help. Please call our office at 847-272-4433. Front desk staff may not be able to respond to detailed concerns on the spot, but your message will be passed along to the appropriate team member.