

Naples Primary Care Membership

Frequently Asked Questions

Our membership programs offer enhanced benefits and supportive healthcare.

What are the benefits of the membership programs?

- › **Direct phone access.** Direct phone access to the office during business hours and 24/7 after-hours triage.
- › **Convenience.** Walk-in access to our lab shortens your wait for diagnostic tests.
- › **Same-day or next-day appointments.** Designated, priority appointment slots for same-day and next-day appointments.
- › **Signature Services webinar series.** Exclusive expert-led webinars on health topics relevant to you and your family.
- › **Access to experts.** As a patient of Naples Primary Care, you will have access to leading specialty programs at Northwestern Medicine through telehealth visits, including programs for:
 - › Digestive health
 - › Heart and vascular care
 - › Neurology
 - › Oncology
 - › Pulmonology
 - › Urology

How much do the programs cost?

We offer two enrollment options:

Annual: 12 months for \$480

Seasonal: 8 consecutive months (October 1 - May 31) for \$320

How do I enroll?

Choose one of these methods:

- › Scan the QR code to visit our website and complete the Membership Form.
- › Call 239.920.5701 (TTY: 711).



Can I pause my membership if I do not live in Naples year-round?

We cannot pause memberships, but we offer a seasonal enrollment option. You will have access to our team while you are away via:

- › MyNM, our patient portal
- › Phone and telehealth visits

How does the membership program work with my insurance?

We will bill your insurance for all services.

Do I need to join the membership program to be a patient at Northwestern Medicine Primary Care Naples?

While enrollment in a membership program is not required, it is highly recommended. The membership programs provide an elevated level of care, making them a valuable option for patients who want a more personalized healthcare experience.

Why Northwestern Medicine?

Our mission is to put patients first, and we are committed to delivering world-class care.

Northwestern Medicine is anchored by Northwestern Memorial Hospital, which has been on the Best Hospitals list for 15 straight years, per *U.S. News & World Report*, 2026 – 2027, and is the primary teaching affiliate for Northwestern University Feinberg School of Medicine.