

## Naples Primary Care Membership

# Frequently Asked Questions

Our membership program offers better access to supportive health care.

### What are the benefits of the membership program?

- › **Around-the-clock care.** Your healthcare needs do not always fall within business hours. That's why our membership program gives you 24/7 access to your primary care team.
- › **Convenience.** Walk-in access to our lab shortens your wait for diagnostic tests.
- › **Seamless care.** We will handle everything from scheduling specialist visits to ensuring your primary care clinician knows about specialty care you get.
- › **Access to experts.** 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 does the program cost?

\$40 a month.

### 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. However, 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.

# How is the membership program different from Northwestern Medicine Concierge Medicine?

Northwestern Medicine Naples Membership Program	Northwestern Medicine Concierge Medicine
<ul style="list-style-type: none"> <li>› \$40 a month</li> <li>› Comprehensive and personalized primary care</li> <li>› Direct access to your care team during business hours via phone and the MyNM app</li> <li>› 24/7 access to physician for urgent concerns</li> <li>› Typical visits are <b>20 to 40 minutes</b> long</li> <li>› Same-day or next-day appointments, depending on physician availability</li> <li>› Specialty care coordination</li> <li>› After-hours calls go to an answering service</li> </ul>	<ul style="list-style-type: none"> <li>› Annual fee depending on the practice</li> <li>› Comprehensive and personalized primary care</li> <li>› 24/7 access to clinicians via phone, email and the MyNM app</li> <li>› Typical visits are <b>60 to 120 minutes</b> long</li> <li>› Guaranteed same-day or next-day appointments</li> <li>› Specialty care coordination</li> <li>› After-hours calls go directly to your physician</li> <li>› After-hours and weekend care, as well as home visits</li> <li>› Annual fee covers:               <ul style="list-style-type: none"> <li>› All office visits</li> <li>› All in-office procedures</li> </ul> </li> </ul>

## 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 13 straight years, per *U.S. News & World Report*, 2024 – 2025, and is the primary teaching affiliate for Northwestern University Feinberg School of Medicine.