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Dear Patients,

It has truly been an honor to serve as your doctor over the last few years. I have made a very difficult but thoughtful decision to leave Asheville Internal Medicine and begin practicing at PrimeHealth Asheville, a local concierge medicine practice. My last day at Asheville Internal Medicine will be December 29, 2023.

As I make the transition to PrimeHealth Asheville, please know I didn't take this decision lightly. When I chose to become an internist, my goal was to develop long-standing patient relationships in an atmosphere where I was able to spend quality time with my patients, working through their medical needs in times of both health and illness. I feel this mission has become increasingly difficult due to the changing healthcare landscape, resulting in an unsustainable work-life balance.

The model at PrimeHealth Asheville will allow me to care for patients without administrative responsibilities and insurance company constraints. I will be able to put my entire focus and attention on the patient, allowing for longer visits, personalized communication, and deeper connections.

It is my hope that joining me at PrimeHealth Asheville may be of interest to you. If so, there is an attached sheet of frequently asked questions to help you better understand the benefits of this healthcare model and the structure of my new practice.

Asheville Internal Medicine is continuing to explore ways to expand and secure new physicians to serve all current patients. Please know that if you decide you would like to remain at Asheville Internal Medicine, you will continue to be very well cared for.

I have enjoyed caring for you and hope to see you again soon, either in my current practice through the end of the year, or at my new home at PrimeHealth Asheville thereafter.

Sincerely,

Sara Glance Caldwell

Frequently Asked Questions

How is PrimeHealth different from other medical offices?

PrimeHealth was established to provide you with exceptional, personalized medical care. We charge a membership fee to be able to offer a higher level of service, including always seeing a physician when you are seen in office. We remain in network with most health insurance plans in order to allow you to use your insurance benefits. We are able to offer longer appointment times and design plans customized to help you. We can also be your advocate and advisor in managing healthcare decisions along the way. We believe you will be satisfied with the exceptional care you are given.

Do you accept my health insurance? Do you accept Medicare?

Yes, we are in network with most health insurance plans as well as Medicare. Please call to ask if we participate with your specific plan. Your membership fee pays for services which are not covered by insurance. We will bill your insurance and charge co-pays as required by the insurance company for other medical services.

Does the membership fee cover the whole family including children?

We are glad to care for your family. Minimum age is 15. One dependent family member (age 15 to 25) per adult PrimeHealth member will be eligible for free practice membership. The annual fee for each additional dependent family member (age 15-25) is \$750 per year.

Is PrimeHealth owned by a hospital or other corporation?

No, we are an independent, private medical office. We are not owned by the hospital, however we are able to retrieve records of your care. You can go to the hospital of your choice and we can help guide you if needed. We can also refer you to any specialist or tertiary care center.

What does PrimeHealth cost?

The membership fee for PrimeHealth is \$2100 per person per year. The fee may be paid once a year via check, cash or credit card. The membership fee may also be paid semi-annually or quarterly by setting up an auto-draft.

Does my insurance pay for the membership fee for PrimeHealth?

No, the membership fee pays for services which are not covered by your health insurance and are not reimbursed.

Can I use my HSA or FSA account to pay the annual fee for PrimeHealth?

Please consult with your tax accountant or HSA consultant.

Is the membership fee tax deductible?

Please consult with your tax advisor.

For more information or to become a patient of Dr. Caldwell's at PrimeHealth, please call 828-274-9920 or visit www.PrimeHealthAsheville.com.