

Revised Annual Administrative Fee Policy

Family HealthCare would like to make our patients aware of the revised Annual Administrative Fee Policy that will be taking effect on July 1, 2026. This fee will now be optional and cover specific non-essential services detailed below. The annual period will be July 1, 2026 – June 30, 2027 and renew yearly on July 1st. For individuals aged 22 and up, the annual non-covered services fee will be \$75. For our pediatric patients through age 21, the annual fee will be \$25. Patients who are actively enrolled in Medicare, Medicare Advantage, or Medicaid will be excluded from this Administrative Fee as Family HealthCare participates in programs with these insurances to help cover these administrative costs. The Administrative Fee is not covered or reimbursable by commercial insurance and will be due at the first visit after July 1, 2026 and will cover a period of 12 months until June 30, 2027.

Patients who choose to participate in this optional enhanced program will be able to request unlimited non-covered service forms and letters such as school or camp physicals, FMLA forms, letters for accommodation, disability paperwork, etc., without a separate charge for each letter/form. Patients who choose to pay the yearly fee will also be able to use Family HealthCare's online patient portal to initiate communication with staff/doctors or to request refills or appointments. In addition, patients who choose to pay the yearly fee will be able to use our on-site law draw facilities (currently staffed by Labcorp) in our Germantown and Rockville offices that are reserved only for Family HealthCare patients.

Payment of the administrative fee and participation in the enhanced program is optional and ability to remain a patient with Family HealthCare is not dependent on payment of the fee. Patients who choose not pay the yearly fee and participate in the enhanced services program will be charged a fee of \$30 for each form/letter listed above that is requested. Patients who don't pay the

fee will be able to use telephone to communicate with staff/providers and to request refills or appointments. These patients will still have access to their records, visit summaries, and lab/test results through the patient portal. However, they will be unable to use the patient portal to initiate any communication with the office. Also, patients not paying the yearly Administrative Fee must use standalone Labcorp or Quest locations for their lab work.

Annual Administrative Fee Benefits:

- No charge for completion of letters/forms
- Use of patient portal to initiate communication with the office
- Use of on-site lab facility in Germantown and Rockville

There will be no changes in our current utilization of your medical benefits for medical services, appointment policies, co-payments, deductibles, and co-insurance. This fee is an additional charge beyond your regular insurance payment for services rendered that is specifically addressed to non-covered services and it will not be covered by your insurance. This fee is non-refundable and will not be reimbursed or pro-rated should you conclude your association prior to the yearly term of the program.

We appreciate our patients' ongoing support and wish you all continued health and well-being.

Family HealthCare Physicians