

# 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?

Benefits include:

- **Around-the-clock care.** Your care needs do not always fall within business hours. That is why our membership program gives you 24/7 access to your primary care team.
- **Convenience.** Walk-in access to our lab shortens your wait time for diagnostic tests.
- **Seamless care.** For our members, 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:
  - Heart and vascular care
  - Neurology
  - Cancer
  - Rheumatology
  - Geriatrics

### How much does the program cost?

\$40 a month.

### How do I enroll?

Choose one of these methods:

- Complete our [Membership Form](#).
- Call 239.920.5701 (TTY: 711).

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

No, 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 a concierge primary care program?**

The program offers many of the benefits of a typical concierge program but at a lower cost.

<b>Membership Program</b>	<b>Typical Concierge Program</b>
<ul style="list-style-type: none"> <li>• \$40 a month</li> <li>• Comprehensive and personalized care</li> <li>• Direct access to your care team during business hours via phone and email</li> <li>• 24/7 access to physician for urgent concerns</li> <li>• Typical visits are <b>20 to 40 minutes</b> long</li> <li>• <b>Same-day</b> or <b>next-day</b> appointment availability</li> <li>• Specialty care coordination</li> </ul>	<ul style="list-style-type: none"> <li>• Yearly fees can be up to \$5,300</li> <li>• Comprehensive and personalized care</li> <li>• 24/7 access to clinicians via phone and email</li> <li>• Typical visits are 30 to 60 minutes long</li> <li>• Same-day or next-day appointment availability</li> <li>• Specialty care coordination</li> </ul>

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

No, membership is not required to be a patient.

**Why Northwestern Medicine?**

Northwestern Medicine is anchored by Northwestern Memorial Hospital, which has been on the *U.S. News & World Report* Best Hospitals Honor Roll for 12 straight years and is the primary teaching affiliate for Northwestern University Feinberg School of Medicine.

Our mission is to put patients first, and we are committed to delivering world-class care. With Lori Williams, MD, we are bringing that mission to Naples.