



## Mason-Dixon Mobile Medicine

www.masondixonmed.com

☎240.397.6723 📠833-992-0865

*Time for a home visit?*



December 26, 2023

To our patients,

As we look forward to beginning our fifth (!) year of practice, I want to pass along the following important information.

Effective January 2, 2024, office hours will be Monday through Thursday, **8:00 am until 5:00 pm**. This is for the office **ONLY** and does **NOT** affect scheduling arrangements made with your provider. The office will be **CLOSED** for the following holidays in 2024:

- New Year's Day: Jan 1
- Memorial Day: May 27
- Independence Day: Jul 4
- Labor Day: Sep 2
- Veterans Day: Nov 11
- Thanksgiving: Nov 28-29
- Christmas/New Year: Dec 24 - Jan 1, 2025

Our most significant milestone is that we have a full-time LPN starting January 2, 2024. Please welcome Shakeitta Thompson to the practice! Shakeitta's responsibilities include revamping the chronic care management program (more below), obtaining lab specimens, assisting with Medicare Annual Wellness Visits, and performing case management duties.

If you (or a family member, caregiver, or someone else) notify us you have been hospitalized, Shakeitta will follow your case through hospitalization. It's **very** important to make sure **everyone** knows we are your primary care provider so they can reach out to us with questions and status updates. This way, we can provide a smooth transition back to your home and schedule a timely follow-up visit.

We spend many hours performing care management activities such as reading emails & portal messages, making phone calls, and reviewing records & test results. Beginning January 1, 2024, time spent in these activities will be counted and submitted for reimbursement under the chronic care management (CCM) program.

To that end, we have terminated the contract with our current CCM vendor effective 12/31/2023. Beginning January 2, 2024, our full-time nurse will restructure and manage the CCM program. There are no current plans to resume remote patient monitoring (RPM) but that may change depending on the available technology. If we gave you a BP cuff, please return it to your provider at the next opportunity. Please note the following points about CCM:

1. Participation in the CCM program is *optional*.
2. If you elect to participate in the CCM program, time spent on care management activities will be tallied toward monthly CCM charges as outlined in the RPM/CCM Consent form.



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3. If you elect not to participate in the CCM program, time spent on care management activities will be addressed **ONLY** during a billable visit (home or office visit, telemedicine, telephone).
4. Most of you consented to CCM when you joined the practice. We will review our records and reach out to those without active consent forms to discuss the program.

Please note the following policy changes effective January 1, 2024:

1. As outlined in the General Information sheet you received when you joined the practice (also available on the website), call the pharmacy **FIRST** for **ALL** refills. Use the name and dose of the medication, **NOT** the prescription number.
2. Medication refills will **ONLY** be performed during an office visit. Telephone calls received for routine refills between regular visits will require a telephone visit to be scheduled with your provider. (Your provider may elect to charge a refill fee of \$25.00 in place of a telephone visit. Your insurance company will not pay this fee.)
3. Calls to schedule telephone visits for refills will be taken from 8:00-4:00 Monday through Wednesday and 8:00-12:00 on Thursday. **NO CALLS FOR REFILL APPOINTMENTS WILL BE ACCEPTED ON THURSDAY AFTER 12:00 NOON.**
4. Paper forms: We are more than happy to complete your paper forms during the course of a regular visit. Requests for forms to be completed *outside* a regular visit may incur a per-page fee of \$25.00 for pages that require information to be completed. Note that your provider may elect to waive this fee. Examples of such forms include handicapped placards, FMLA, home alterations, special medical programs, etc. You are responsible for completing all non-medical sections of the form **PRIOR** to submitting to your provider.

Lastly, by the time you read this letter, we will have implemented a new telephone system from a company called Spruce Health. This telephone system was specifically designed for medical practices and will help us track care management activities to submit for reimbursement. One of the most essential features of the new system is that it supports HIPAA-compliant text messaging!!!

Thank you so much for allowing us the pleasure and privilege to be your healthcare partner.

Douglas Brown, PA-C, CAQ-PMHC, EdD(c)

Managing Partner



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