**FAQ's**

**Is MyPremierPlans Direct Primary Care membership (MyPremierPlans, Plus & Elite plans) considered health insurance?**

No, MyPremierPlans membership is not insurance. MyPremierPlans provides a healthcare membership based on the direct primary care (DPC) payment model – an innovative alternative payment model that consists of a flat and affordable membership fee. This membership provides unlimited access to healthcare services provided by MyPremierPlans Physician Services but does not include coverage such as hospitalization or critical illness.

**Who provides medical care through MyPremierPlans?**  
**MyPremierPlans DPC is proudly powered by Healthcare2U**, a national Direct Primary Care organization delivering affordable, accessible, and consistent healthcare.

Why can’t I view clinic addresses, names, and phone numbers?

MyPremierPlans membership does not include walk-ins to primary care or urgent care facilities. To curtail walk-ins from occurring, we do not share clinic information until members schedule an appointment through our Patient Advocacy Line.

Is there a limit on the number of times members can see a physician?

No, there is not a limit on physician office visits through MyPremierPlans. Members schedule their appointments through our Patient Advocacy Line for every appointment.

Is MyPremierPlans Base, Plus and Elite membership limited to certain geographical locations?

MyPremierPlans Base, Plus and Elite membership are available across the United States.

Please note if your membership includes WellCard Savings and if you are located within MT, VT or WA, you will not receive a discount card.

What benefits are included within the MyPremierPlans membership?

MyPremierPlans membership includes:

Unlimited doctor visits for a $10 visit fee

Unlimited urgent care visits for a $25 visit fee

Unlimited access to bilingual licensed medical providers online or by phone, 24/7/365 for minor illnesses and injuries at $0 out of pocket cost to members

Annual physical with four labs: complete metabolic panel (CMP), complete blood count (CBC), thyroid-stimulating hormone (TSH) and lipid panel

Well-woman pap smear pathology interpretation is not included.

Depending on membership type, the annual physical may only be available after six consecutive months of membership.

Unlimited chronic disease management for 13 of the most prevalent chronic disease states. MyPremierPlans accepts the following disease states (within manageable ranges): anxiety, arthritis, asthma, blood pressure, CHF, COPD, depression, diabetes, fibromyalgia, GERD, gout, hypertension, and thyroid

Generic-first protocols practiced by physicians

If members have any pre-existing conditions like diabetes or hypertension, can they still sign up?

Yes, we accept pre-existing conditions within manageable ranges. MyPremierPlans detects, treats, and manages 13 of the most prevalent disease states through our partner-physician clinics for a $10 fee per visit. Members receive unlimited physician-office visits, so they can take the necessary steps to get treatment before an illness becomes serious.

I have health insurance. How do DPC memberships work with commercial health insurance like United Healthcare, Blue Cross, Aetna or others? +

MyPremierPlans is a great complement to traditional insurance healthcare plans. Through Direct Primary Care’s alternative payment model, all services offered by the membership are deflected from your insurance plan. Instead of dealing with copays, deductibles, and premiums, there is a flat membership fee and low visit fees when you arrive at the physician clinic. For example, members that have high-deductible health plans can benefit from MyPremierPlans because the membership will serve as a gap solution, providing you with valuable primary-care services that your health insurance does not cover.

Can MyPremierPlans physicians treat any medical conditions?

MyPremierPlans Physician Services providers can treat many medical conditions including certain chronic conditions within manageable ranges like diabetes or hypertension. There may be times when patients will need to be referred to a specialist or hospital. Specialist care and hospital coverage are not included under the H MyPremierPlans membership agreement.

Does this membership cover hospital care or specialty care?

Hospital Care:

MyPremierPlans membership does not include inpatient or outpatient hospital services. In addition to this membership, many members have/acquire a high-deductible wraparound policy to cover the emergency care that is not covered under MyPremierPlans.

Specialty Care:

MyPremierPlans detects, treats, and manages 13 of the most prevalent chronic disease states. While we accept disease states within manageable ranges, we do not provide specialty care outside of our partner-physician clinics. If a member currently sees a specialist for an advanced disease state, we do not recommend leaving that specialist.

If I have Medicare, Medicaid or Tricare, can I enroll in MyPremierPlans?

No, unfortunately MyPremierPlans cannot accept these members due to insurance regulations.