



Balanced *Medical*

GYNECOLOGY AND LIFESTYLE
MEDICINE FOR WOMEN

MEMBERSHIP GUIDE



WELCOME

Welcome to the Balanced Medical community, where we have a fresh, comprehensive approach to Women's healthcare. Gone are the days of full waiting rooms, unresponsive doctors, and short, dismissive visits. At Balanced Medical you will find exactly what you need: a care team that listens to you, and fully understands the nuances of women's health. We can't wait to work together with you!



OUR TEAM



Adrienne Mandelberger MD

FOUNDER



Lindsay Peck

BIUSINESS MANAGER

At Balanced Medical, our team is committed to delivering excellence in care, tailored to meet your needs. We prioritize your satisfaction above all else, and if you ever feel your needs aren't fully met, please don't hesitate to reach out - we're here to ensure you receive the support you deserve.

Lindsay, our newest team member, comes to us with a rich background in customer service. Lindsay's dedication surpasses expectations, driving us to continuously elevate our standards of care. As our team expands, we remain steadfast in our commitment to recruiting individuals who are not only experts in their fields but also deeply passionate about women's health.



TEMPORARY LOCATION AND HOURS OF OPERATION

900 Northern Blvd
Suite 245
Great Neck, NY 11021

PATIENT CARE HOURS

Monday: 8:00-12:00
Wednesday: 9:00-5:00
Friday: 9:30-3:00

OPEN CALL HOURS

Schedule 10 minute calls for results
review and brief questions

Tuesday: 9:00 - 11:00
Thursday: 9:00-11:00

WHAT YOU'LL GET

With your annual membership, you'll have exclusive access to priority bookings, held throughout the week for members only. You are entitled to a maximum of 8 visits per year with your membership. These visits may include: annual gynecologic wellness checks, menopause related treatments, follow ups, minor problem visits, office-based procedures (see comprehensive list on "office procedures" page), and telemedicine visits when appropriate. You will also have access to brief 10 minute scheduled phone calls that you may self-schedule to review results or ask straightforward questions. Anything that may be longer than 10 minutes requires a visit. If you should require more than 8 visits in a year, additional visits will be charged at a rate of \$100 per visit. You will have exclusive access to text messaging and email communications, as well as billing portal access. Additional perks may apply including discounts on retail items, and non-medical events held at Balanced Medical, TBA.

Not included with membership fee:

- Surgeries or hospital-based procedures
- medications or durable medical equipment
- outside testing including labs, radiology, cytology and pathology
- primary care services
- outside consultative services including mental health, physical therapy, or any other recommended consultations with other providers, even if located at Balanced Medical office.
- office LEEP or office hysteroscopy procedures





GETTING IN TOUCH

Please be respectful of the time of day when contacting the Doctor.

If you have a brief medical question or need to review labs, Dr. Mandelberger has set aside 10 minute phone appointments each week that you can sign up for through the portal. No phone tag! If you believe you will need more than 10 minutes, it would be best to schedule a 30 minute appointment in person or telemedicine. All of this is included with membership, we just want to make sure there is no rush in getting all your questions answered.

You may also send texts to Dr. Mandelberger for quick, and more urgent matters. However, there is no on-call coverage so we cannot guarantee emergency service 24 hours/7days. Dr. Mandelberger may be away or unavailable at times. In these cases, a visit to the emergency room may be warranted. Please do not use texts for refill requests.

Refill requests should be made through portal messaging. Please allow 48 hours for a response. A visit may be needed prior to refill if there has recent been a change or a new medication request.

REPORTS



If testing is ordered during your visit, or bloodwork or radiology done at an outside facility, we recommend scheduling a 10 minute phone check-in the following week to review results with Dr. Mandelberger. Results can then be mailed to your home or uploaded to portal for your review.

Any prior records including notes, pathology, pap smears, radiology including mammograms and pelvic sonograms if indicated, are requested at or prior to your first visit.



www.balancedmedicalny.com

APPOINTMENTS



Appointments can be made via the members login section of the website (www.balancedmedicalny.com). Please make sure you know what type of visit you will require. Most visits need 1 hour appointments (even if it may not take the full hour). Brief post-operative visits or medication follow ups may be amenable to 30minute visits. If you aren't sure, please contact the office to clarify and schedule.

Appointments can also be requested via email or by leaving a voicemail, and someone will reach back out to you within 48hours to schedule.

If a same-day appointment is needed for an urgent matter, please contact via text message.

We recommend patients have a minimum of 2 appointments per year, to make sure all health maintenance items are taken care of and for a general wellness check-in.



www.balancedmedicalny.com

ADDITIONAL SERVICES



PROCEDURES DONE IN A HOSPITAL OR AMBULATORY SURGERY CENTER

Minor Hysteroscopy or Vaginal:

Hysteroscopy, exam under anesthesia, IUD insertion under anesthesia, biopsy under anesthesia, Hymenectomy under anesthesia: \$1500

Minor Laparoscopy:

Laparoscopic sterilization procedures, Diagnostic Laparoscopy, Laparoscopic ovarian cystectomy or oophorectomy - \$3000

Major Laparoscopy/Robotic/Open:

Hysterectomies, Myomectomies, and Endometriosis surgeries are \$6000

Post-operative care pertaining to the surgery itself (usually 2 weeks for hysteroscopy, 4-6 weeks for laparoscopic/robotic surgery) will be included in the surgery cost. Insurance may be used for hospital fees, but not surgeon fee. We cannot guarantee insurance coverage for any procedures. Any care related to surgical complications will be included in the original surgical fee

ADDITIONAL SERVICES

OFFICE PROCEDURES

Office IUD Insertion, Contraceptive implant (Nexplanon) insertion, Vaccinations:

Procedure, equipment and sonogram if indicated are included in membership. IUD/contraceptive implant/vaccine itself is NOT included. IUD/contraceptive implant/vaccine will be obtained through specialty pharmacy prior to the procedure visit. Insurance may be used to help purchase IUD/nexplanon. Balanced medical cannot guarantee insurance coverage of medications or implants, please check with your insurance provider

Office IUD or contraceptive implant removal:

These procedures are included with membership package as long as it is done in the office.

Office Pelvic Ultrasound:

Included in the membership package when indicated. However, for many medically necessary sonograms, patients will be asked to obtain at a radiology facility as Balanced Medical is not AIUM certified.

Vulvar, Vaginal, Cervical, Endometrial Biopsies:

Procedure included in membership package. Pathology will be sent to an outside lab and billed through insurance or out of pocket as applicable.

List of other procedures performed that can be counted towards the 8 visits:

Colposcopy
incision and drainage
skin tag removal



ADDITIONAL SERVICES

LABS/RADIOLOGY

Labs:

Labs obtained at balanced medical such as pap/cervical cancer screening, vaginitis testing, certain STD testing or viral swabs will be sent to LabCorp. Pathology will be sent to Mount Sinai Pathology Lab. Patients can be provided with cash pay prices (set by the lab) for lab tests if requested. Certain lab tests may or may not be covered by patient's insurance if they have insurance, as long as the laboratory is within network. Please check with your insurance provider on your plan's specific coverages. Insurance coverage can not be guaranteed by balanced medical for any lab test. Bloodwork will be obtained at outside labs and similarly we cannot guarantee coverage for any labs though insurance can be provided to the labs. Certain specialized lab tests may be recommended at times that are not covered by insurance.

Radiology Studies:

Radiology tests such as mammography, sonograms, MRI, DEXA bone density, obtained outside of balanced medical may or may not be covered by insurance. Please check with your insurance carrier if your plan covers these tests if ordered by a provider Balanced Medical. DEXA body composition and VO2 max testing will almost certainly not be covered by insurance.



BILLING



You will be billed at the start of your membership and at increments of 1 year or less depending on the pay plan you signed up for. Please be sure to update your account with any credit card changes.

We accept credit card, check, or cash. Credit card is preferred. All major credit cards accepted.

Through the online membership portal you will have access to your billing account information and be able to sign up for auto-pay.

If you exceed 8 visits in a year, you will be charged \$100 for each additional visit.



FAQ



"Does this replace insurance?"

No, and balanced medical is NOT an insurance company. We cannot guarantee care for fortuitous/emergent events.

"How can I prepare for my visit?"

Gather records such as mammo, pap tests, dexameter, cardiology visit notes, PCP visit notes and bloodwork including lipid panel, TSH, hormone testing or any others. Be sure to fill out our intake form, check all of your medications and supplements including brands (take pictures of bottles if needed.) Catch up on your family history, ask family members about their medical history if needed.

"Do you take insurance?"

No, we do not contract with any insurance companies. This allows Dr. Mandelberger the time needed to provide the best possible care to her patients. With a membership model, you can breathe easy and not have to worry about cost for each and every visit!

"Do you see women younger than 35?"

Yes I do! however we have a limited number of spots for that age group.



FAQ

"Do you do pap smears?"

Of course! We provide full scope gyn care with "annual" exam screenings including pap smears, mammogram scripts, and any other necessary testing for patients who are members.

"Are procedures included?"

Small office procedures are included as part of the full scope gynecology membership when medically indicated. An office procedure requires it's own visit and counts towards the 8 total visits. Examples include vulvar biopsies, endometrial biopsies, IUD insertions/removals, colposcopies, and others. Higher risk procedures that may or may not require anesthesia, such as D+C/Hysteroscopies, or larger surgeries such as hysterectomies or myomectomies are at additional cost. See "additional services" section of this booklet.

"What if I want to switch doctors?"

No hard feelings! We won't be the right fit for every patient that comes through the door. Hopefully the introductory visit will be enough to figure out if we are the right fit. When you sign up for the practice, we ask that you make a 6 month commitment with us. However, if something comes up, or you decide later we are not the right fit, we are happy to transfer your records to another provider at any time before that if needed.

"What happens if I have an emergency?"

We will have multiple routes of communication available including text, email and portal messaging. However, at Balanced Medical we practice what we preach and self-care and mental health is of the utmost importance. So in order to be at my very best for you, I do need to have some work-free time where I am not near my phone or computer. For this reason, I cannot guarantee being available for every emergency that may come, but I will do my best! We do not have covering doctors or an official on-call system. We will provide a list of when to seek emergency medical care for various reasons in case you cannot reach me. Part of my purpose at this practice is to change the toxic burnout culture of medicine.



THANK YOU!



Nurture your health. balance your life

www.balancedmedicalny.com

Questions? We're here to help.

Email: info@balancedmedicalny.com

Phone: 516-853-7891

Fax: 631-350-8467

www.balancedmedicalny.com