

Frequently Asked Questions

Answers for members, physicians and their advisers: licensure, privacy, prescribing, billing and how PRIME works.

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Who holds the medical license and makes clinical decisions?

The individual physician you see. PRIME physicians hold active, unrestricted licenses in the states they serve and exercise independent judgment; the practice provides the platform, coordination and standards, not the diagnosis.

Is PRIME HIPAA compliant? Will you sign a BAA?

PRIME handles member health information as protected health information under HIPAA: server-only access, minimum-necessary rules, consent capture and access logging. Business associate agreements are in place with vendors that handle health information. We do not describe the practice as compliant until each required agreement is executed, and we will tell you plainly where we stand.

Which states do you serve?

Members can only see physicians licensed in their state of residence, and the booking system enforces this. Availability by state depends on the physicians credentialed at the time; the practice will tell you if your state is not yet covered.

Will I be prescribed a specific medication?

No medication is guaranteed. Your physician evaluates you first. Programs on the catalog are labelled with their regulatory status — FDA-approved, off-label use, or compounded — so you know exactly what is being proposed.

Do you mark up medications or labs?

No. Labs and medications are priced per order and shown before you pay; the membership fee pays for physician time and coordination.

Do you take insurance?

No. PRIME is a direct-pay practice. We provide itemized statements you may submit to your insurer or health plan.

How do I cancel?

From your portal, in one step. Access continues to the end of the paid period.

Who owns my data?

Your record is yours to access at any time, with or without an active membership. The practice keeps it as the law requires and never sells it.

How do you handle bloodwork?

Your physician orders what your protocol needs. You can use a recent panel, visit a laboratory with a requisition, or use a collection method the practice arranges. Results are uploaded to your portal and reviewed by your physician.

For physicians: what does joining involve?

Three steps in one sitting: sign the confidentiality and services agreements, review the confidential fee schedule and protocols, and upload credentialing documents. The practice verifies licensure and the NPI registry before activating a profile. The onboarding portal collects business and credential information only — no patient data is entered there.