

Pricing & Payment Policy

What your fee covers, how medications and laboratory services are priced, how receipts and HSA/FSA work, and why PRIME does not bill insurance.

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What your fee covers

The membership fee pays for your physician's time and the practice's coordination: visits, protocol management, messaging, and review of results. It is a flat monthly fee regardless of how many messages you send or how many programs you are on.

Medications and laboratory pricing

Laboratory panels and medications are not included in the membership fee. The practice sets a price for each item that covers the product, pharmacy handling and delivery, and the prescriber's review, and may include a margin to the practice. You will see the exact price in your portal before you pay, and nothing is dispensed or drawn until you have approved and paid for it. Where a therapy's regulatory status affects how it is sourced (FDA-approved product, off-label use, or compounded preparation), that is shown on the program page.

Prices can change between orders as supplier and pharmacy costs change; the price you approve for an order is the price you pay for that order.

Insurance

PRIME is a direct-pay practice and does not bill insurance. On request we provide an itemized statement you may submit to your insurer or health plan; reimbursement is at their discretion.

HSA and FSA

Fees for medical care are often eligible for payment from health savings or flexible spending accounts; eligibility is determined by your plan administrator and the tax rules that apply to you. We provide receipts that identify the service and the provider to support a claim.

Receipts and records

Every charge produces a receipt in your billing portal. Keep them for your records; the practice can re-issue receipts on request.

PRIME · Physician-directed telehealth · This document is a plain-language draft prepared for review by healthcare counsel before adoption. The version accepted by a member or physician is recorded on their file.