

## **FAQ The Spring Center: Office of Kelly K McCann, MD**

### **BECOMING A PATIENT**

#### **Q. What are the different services you offer?**

##### **1. Integrative & Functional Medicine Consultations:**

Our new patient intake process is fully comprehensive to cover such aspects as family history, social & environmental history, health concerns and preventive care. Your health journey may begin with an Initial Consultation with Dr. McCann or her PA-C. Each new patient experience is personalized with your health goals in mind. During your initial consult, together with the practitioner, will create your treatment plan which will include innovative lab testing, dietary adjustments, body movement /exercise, supplementation and other lifestyle changes. We offer physical exams and other therapies.

As part of your initial assessment at the Spring Center you will also schedule an initial comprehensive physical exam with our PA-C along with an Initial Nutritional Consult. There will be a total of 3 appointments to begin your health journey. See last page for more details.

##### **2. Integrative & Functional Nutrition Consultations:**

Functional Nutrition Consultations are done remotely via Zoom. Working with our nutritionist is an essential component on your health journey. *Food is medicine and medicine is food. ~Hippocrates*

##### **3. IV Therapy:**

We offer a variety of intravenous therapies and injections, addressing issues ranging from general health and wellbeing support to focused treatment. Available IV therapies include nutrients, antioxidants, and targeted therapeutics. As with anything, IV therapy is part of a comprehensive, individualized treatment plan developed between you and our providers, and thus not all patients receive IV treatments, while others may require regular infusions.

#### **Q. Is Dr. McCann accepting new patients?**

A. Dr. McCann is currently accepting new patients. She is booking 2 – 4 months out. Depending upon your health history and requirements, you may be able to complete your first visit with our PA-C, Matthew McGarvey to establish as a patient, then complete a follow up with Dr. McCann.

#### **Q: How long is the wait for an initial appointment?**

A: As Dr. McCann typically books out 2-4 months in advance, the wait time for initial appointments depends on how quickly the new patient process is completed, which provider is being seen, and how full the schedule is at any given time. We like to remind prospective patients that although we will work with you to ensure you understand and have everything you need to complete the new patient process, **we do not make urgent new patient appointments**. Reading all of the information on the website will be extremely helpful.

#### **Q: What is the wait time to book follow-up appointments?**

A: Dr. McCann typically books out 2-4 months. You may be able to conduct your first visit with our PA-C, Matthew McGarvey to establish as a patient, then complete a follow up with Dr. McCann, depending on your health goals. We **STRONGLY** encourage all of our patients to schedule their follow-up appointments well in advance to maintain consistent care.

#### **Q: Do I need to see the Physician Assistant and the Nutritional Counselor?**

A: Yes, part of the new patient intake process is to see both Dr. McCann, her PA-C and our Functional Nutritionist. Our office is a team environment with each staff member providing crucial services to support patients. Dr. McCann and Matthew McGarvey, PA-C both see patients depending on the patient's need. Dr. McCann oversees the care for all patients,

and may have them see Matthew for physical exams, urgent appointments, lab review, etc. Sarah, our Functional Nutritionist offers support and guidance for your dietary needs. We deeply trust and support our staff members and request the same from our patients.

**Q: Do you offer urgent visits?**

A: We are not set up for urgent visits. We do recommend you have a primary care physician that you can see in urgent concern situations. Due to the nature of the practice, we operate on a consultative basis. If we can accommodate a patient to be seen urgently, we try our best, but encourage patients to see their PCP or visit their local emergency center.

**Q. How do I become a patient?**

We work on an application basis in order to provide patient care to those patients who are seeking the style of medicine we offer. To get started on the healing journey, we ask you to fill out the New Patient Inquiry Form and tell us about your health concerns. Once you fill out the form, a care coordinator will be in touch with you within a week to make sure that the care we provide fits your health needs.

## **COSTS & POLICIES**

**Q: What are the costs?**

**A: We are a hybrid model of both cash and insurance.**

Conventional Medical practices bill insurance for services. Functional & Integrative practices generally operate as a cash only practice. At The Spring Center we have a hybrid model, we include insurance as a portion of the reimbursement for services and we have additional fees. Due to the specialized nature of our medical practice, the breadth and scope of what we treat and offer, the time dedicated to patient care, our fees are not typical of conventional practices.

Functional & Integrative medicine requires additional time, training and a unique skill set, another reason why insurance reimbursement alone is not sufficient to cover our offerings.

All patients will have out of pocket expenses depending on what services they want/need. See our **Enrollment Form** for out-of-pocket costs. If you do not have insurance, we have cash rates. See our cash price list for office visits if you do not have insurance, or have an insurance plan that we cannot bill. Depending on the plan you select, visit fees range from \$135 a visit to a monthly rate of \$195, out of pocket, plus billing insurance.

**Q: What does the Enrollment Fee Cost and Cover?**

A: Most medical practices use a short, simple medical history completed minutes before the initial visit, giving the provider little opportunity to get to know your history before meeting you for the first time. We approach your comprehensive medical history questionnaire and prior records as a detailed map, which is reviewed by our providers PRIOR to your first visit. This allows the providers to begin to develop a plan of action which will then be tailored to your needs and goals during the initial visit. The pre-visit review of the new patient materials requires time, resources, and care from our providers and staff to ensure a complete picture of your health history thus far. The Enrollment Fee is \$895\*

\*this fee is charged upon scheduling and is separate from the cost of the initial visit

**Q: What insurance do you accept?**

A: As a courtesy, we are able to bill most PPO insurances, as well as Medicare, for a portion of the office visits; see above questions regarding our additional fees. **We do not perform** benefit verification, therefore, we ask that prospective patients become familiar with their insurance plan(s) and check with the plan to determine if we are in- or out-of-network.

Click here for a list of current accepted insurances and some we DO NOT accept. Please note, these are subject to change and we strongly encourage patients to confirm first with their plan that we are in-network.

## **We accept the following insurance carriers/plans for payment of medical services at in-network rates:**

AARP

Aetna PPO, POS and EPO (managed care, Premier POS 2 & open access select, APCN POS 2 & open access select, Savings +, Coventry)

Aetna Medicare PPO (must have us listed as PCP)

Anthem Blue Cross PPO (Prudent Buyer PPO and Senior PPO networks, may be able to bill out of network for others)

APWU Health Plans

Assurant PPO

Blue Shield PPO (most plans in-network, some may be billed out of network such as Tandem)

BEGIN

Cigna Open Access Plus PPO

EBA&M

First Health Network

Great West

Health Net PPO, EPO and HSP

Humana PPO

KIPC (Kaiser) POS and PPO through MultiPlan

Medicare

MultiPlan/ PHCS (some exclusions)

National Association of Letter Carriers

Orange County Foundation

OC Preferred Provider Organization

Oxford Health

PCIP

Physicians Care of Orange County

UMR

United Healthcare PPO

Various Trusts

### **We accept the following Covered California plans (Affordable Care Act):**

Health Net PPO, EPO and HSP – in network

Blue Shield PPO – in network

### **We do NOT accept the following:**

All HMO plans

Aetna MemorialCare plans (or any insurance company plan through MemorialCare)

MediCal

Monarch (includes plans through companies like Anthem, such as Blue Open Access POS)

CalOptima

Tricare (as primary insurance, exception may apply, contact Tricare)

Cigna Local Plus PPO plan

Anthem EPO and Anthem Select network (including PPOs)

Any Healthshare plans (Liberty Healthshare, Christian Care Network, etc.)

Oscar

O'NA Healthcare **\*\*This information is current to our knowledge but could change at any time. It is the responsibility of the patient to be familiar with their insurance plan benefits, and to confirm whether we are in-network with their plan.**

**Q: What are some additional costs I may encounter? Lab fees, supplements, nutritional counseling?**

A: In addition to non-billable services, patients may also pay for IV nutrients and materials, supplements, lab kits, lab fees, and other miscellaneous items. Nutritional Consults are a cash only service, not billable to insurance. Some of the labs we work with can bill insurance for tests, but we ask that patients first verify coverage for their ordered tests **prior** to having

the labs done. For the labs that don't accept insurance, fees will be provided. We strongly encourage our patients to become familiar with their insurance coverage, as with the thousands of plans, it is impossible for us to check each one for every patient.

**Q: How often would I need to come in for visits?**

A: This varies from individual to individual. Most new patients can expect 2-3 appointments within the first couple of months, with follow-up appointments as individually directed. Those with chronic infections are encouraged to make regular appointments.

**Q: Do you offer phone visits?**

A: Yes! Phone visits vary in length & complexity and are currently billable to insurance. As of May 2021, we are practicing telemedicine and in person appointments for Dr. McCann. Our PA-C, Matthew, is available for in person needs such as physicals, as well as telemedicine appointments. Visits with our Functional Nutritionist are virtual.

**Q: What is your cancellation policy?**

A: We reserve that time specifically for you and do not overbook. We require 72 hours in advance for initial appointments or will result in a \$250 cancellation fee.

For extended follow-up appointments we require 48 business hours advance notice or will result in a \$125 cancellation fee.

For short appointments, we require we require 48 business hours advance notice or will result in a \$75 cancellation fee.

**CONDITIONS WE WORK WITH**

**Q: What conditions do you treat?**

**A:**

- |  |   |
|--|---|
| Acne   | Hypertension                                      |
| Adrenal Fatigue                              | Hypothyroidism and hyperthyroidism                |
| Allergies – Environment and food             | Inflammatory Bowel Disease                        |
| Anxiety                                      | Insomnia  |
| Arthritis                                    | Interstitial Cystitis                             |
| Asthma                                       | Irritable Bowel Syndrome                          |
| Autoimmune conditions                        | Men's Health Issues                               |
| Cancer prevention and adjunctive cancer care | Metabolic Disorders                               |
| Cardiovascular disease                       | Migraines   |
| Chronic sinusitis                            | Mood Disorders                                    |
| Depression                                   | Neurological conditions                           |
| Diabetes                                     | Obesity   |
| Eczema/Psoriasis                             | Osteoporosis                                      |
| Endocrine disorders                          | Restless legs Syndrome                            |
| Fatigue                                      | Sleep Disorders                                   |
| Female Disorders (PMS, PCOS, fertility)      | Thyroid disorders                                 |
| Fibromyalgia                                 | Women's Health issues                             |
| Food sensitivities                           |   |
| Gastrointestinal Disorders                   | <u>Complex Chronic Illness Conditions treated</u> |
| GERD   | Brain Fog   |
| Headaches                                    | Chronic Fatigue Syndrome                          |
| Healthy Aging                                | Complications from COVID19                        |
| Heart Health                                 | Dementia  |
| Hormone Balance                              | Detoxification Protocols                          |
| Hyperlipidemia                               | Ehlers-Danlos syndrome (EDS)                      |

Environmental Toxin exposures  
Epstein Barr Virus  
Genetic Disorders  
Lyme Disease and chronic infections  
Mast Cell Activation Syndrome  
Metal Toxicity  
Methylation  
Mold Exposure/ Mold Toxicity

Mystery Illnesses  
Neurological disorders  
Postural Orthostatic Tachycardia Syndrome (POTS)  
SIBO/SIFO – Small intestinal bacterial/fungal overgrowth  
Yeast overgrowth

**Q: What modalities do you use for treatment?**

A: Modalities Utilized

Acupuncture  
Allopathic Medicine  
CNS Vital Signs  
Diet/Nutrition Support  
Functional Genomic Nutrition - Methylation  
Group Visits  
Integrative Medicine  
IV therapies – Chelation, PK protocol, Nutrients  
Functional Medicine  
LDA – Low Dose Allergy Therapy  
LDI – Low Dose Immunotherapy  
Meditation Classes  
Nutritional Counseling  
Orthostatic Vital Signs  
VCS testing  
Yoga Classes

**Q: Do you treat autoimmune disease and / or chronic infections?**

A: Yes, we treat both autoimmune conditions and chronic infections from both a functional and integrative approach. Please see previous question for full list of conditions we treat.

**Q: Do you treat children?**

A: Yes, we do work with children. Dr. McCann is a certified pediatrician. However, we do require that you have your own primary care physician for your child.

**Q: Do you treat men?**

A: Yes! We treat all genders! Health is not just the absence of disease, but a state of overall wellness and vitality that anyone can—and should—experience!

**Q: Can I use you as my primary care physician?**

A. We recommend you have a primary care physician who is available for urgent visits, after hours and beyond. We are a specialty practice offering additional consultative services.

**Q: What is the treatment protocol for Lyme/mold/autoimmune/etc?**

A: As each individual is unique, so is each treatment unique. Two people with the same diagnosis can have vastly different treatment plans based on their background, medical history, nutritional profile, genetic makeup, etc. We take into account all of these factors, along with each person's capacity, budget, and preferences while creating a treatment plan to promote healing.

**Q. What is your experience with Lyme?**

A. Dr. McCann is a leading expert on living with and treating Lyme and co-infections. She has been studying the effects for well over a decade, is a member of ILADS <https://www.ilads.org/>, attends educational conferences regularly, continuously updates her arsenal of tools and has helped many patients learn to manage their Lyme and recover from their on-going symptoms. Dr. McCann is also on 2 professional medical board committed to educating other practitioners about Lyme Disease, mold exposure and environmental toxin exposures and their impact on health.

**Q. What is your experience with mold and mycotoxin illness?**

A. Dr. McCann has extensive experience working with patients exposed to mold and mycotoxins and the myriad of symptoms which result in these exposures including Mast cell activation, SIBO, POTS and dysautonomia, chronic fatigue and all the neurological presentations. Having had her own personal exposures, she knows first-hand how challenging and devastating this experience can be for people. She treats each patient as a unique individual and incorporate treatment modalities from Ritchie Shoemaker, Neil Nathan, Joe Brewer, and she brings her own set of tools to the protocol including gentle detoxification support, phosphatidyl choline, low dose allergy therapy, and immunotherapy for molds. She currently serves on 2 professional medical boards committed to educating professionals and the public about environmental exposures, The American Academy of Environmental Medicine and the International Society of Environmentally Acquired Illness. She lectures regularly to medical professionals on Mold and Mycotoxins and have been interviewed on the Toxic Mold Summit.

**Q. What is your success rate?**

A. This is a partnership and like anything, the work you put into it, is what you will get out of it. In Integrative and Functional medicine, there is no "quick-fix" or "easy remedy". Success typically is realized when patients have an openness to lifestyle changes, diet adjustments to fuel your body, exercise, nutritional supplementation, and a positive attitude. We firmly believe in the Mind, Body, Spirit connection, as our system is all intertwined. When you focus positive attention on all 3, you can begin to heal and live your fullest life.

**MISCELLANEOUS**

**Q: Can I schedule my spouse/sibling/parent/adult child/other adult?**

A: We believe that patients with a strong, supportive community can have excellent health outcome. We also believe that taking personal responsibility for one's health is crucial. We want to develop a relationship with each patient, therefore we ask that able adults contact us to begin their personal journey. Of course, parents are encouraged to facilitate the new patient process for their minor children, although even children greatly benefit from having some responsibility in their healthcare.

**Q: Will you order labs prior to my initial visit?**

A: Labs are almost always ordered at the initial visit, but not prior. In order to understand what testing is necessary, our providers will need to thoroughly review your new patient paperwork & records and have a conversation with you about your health needs and goals.

**Q: Can you refill prescriptions prior to my initial visit?**

A: Before we can manage your health needs, including prescriptions, we must establish you as a patient. At your initial visit our providers can discuss any medication needs you have and refill prescriptions, if warranted.

**Q: How do you take care of getting my previous records?**

A: It is vital that we receive previous records PRIOR to the initial visit. The new patient application includes a Request for Medical Records form; prospective patients should complete one of these forms for each previous or current doctor. Additionally, we ask that prospective patients contact their doctors and ask them to send records as soon as they receive the request from our office. Appropriate records include visit notes, lab results, imaging reports, treatment plans, etc. from the previous one to two years. Prospective patients may also send copies of their own records.

**Q: What should I expect once accepted as a patient?**

A: Prior to your appointment the medical staff and practitioners will complete an In-Depth Review of Your Medical History, prepare your chart + create a personalized preliminary plan for your care. During your initial appointment, you will work with the practitioner to decide the plan that will be best suited for you.

You will then have 3 appointments to on-board as a new patient:

- 1.) In person 60-Minute Consult with Practitioner
- 2.) In person 30-Minute Initial Physical Assessment + opportunity to ask questions
- 3.) Virtual Nutritional Consult with Functional Nutritionist

We strongly encourage you to book your follow up appointments once you schedule your initial consult. Follow Up with Dr. McCann or PA-C, Matt and supplement with Nutritional Consults. You can expect a combination of the following:

- In-Depth Review of personalized Lab results
- Personalized treatment plan
- Customized nutrition plan
- Professional Line Nutritional supplement recommendations
- Lifestyle recommendations
- Recommended educational resources

We hope this guide has answered your questions. We wish you the best in your healing journey!

The Spring Center

