

Administrative Support Plan – Service Details

A yearly membership that handles the paperwork, phone calls, and coordination behind your care.

Getting Medication & Supplies

- 1. Best-price research** — research the cheapest route: insurance copay, cash/discount prices, TrumpRx, and whether a manufacturer savings card exists.
- 2. Copay-card / PAP enrollment** — We handle the enrollment and paperwork to get you onto copay cards and patient assistance programs for any medication that qualifies. *A copay card lowers what you pay at pickup; a patient assistance program (PAP) can get the medication free or low-cost if you qualify.*
- 3. Compounding-pharmacy coordination** — We coordinate custom-made products with a compounding pharmacy — custom creams (such as eczema), nebulizer mixes, nasal sprays, and sinus rinses. *A compounding pharmacy custom-makes medication — like a cream or liquid mix — that isn't sold pre-made.*
- 4. Mail-order / home-delivery setup** — We set up mail-order or home delivery for your prescriptions.
- 5. Equipment (DME) coordination** — We handle the ordering paperwork for equipment like nebulizers, spacers, and peak-flow meters. *DME stands for durable medical equipment — the physical devices your treatment needs.*

Patient Perks

Courtesies we extend to all our patients — members and non-members alike. One exception: the product discount listed last in this group is a member-only benefit.

- 6. Appointment reminders** — Automated text reminders before every visit, for all our patients.
- 7. Two-way texting with our team** — Reply right to your reminder, or message us, and a real member of our staff reads and handles it — reschedule, a quick question, or a heads-up that you're running late. A person, not a bot.
- 8. Fill & sign from home** — Fillable digital forms you complete and e-sign on your phone or tablet at home instead of on paper in the office. *Forms are blank for you to complete — they are not pre-filled.*
- 9. Complimentary guest wifi** — Free password-protected guest wifi for our patients at both offices.
- 10. 15% off in-office products** — A 15% member discount on retail/OTC products sold in our offices (saline rinses, OTC allergy meds, hypoallergenic bedding, and more). *Unlike the perks above, this discount is for members only — non-members pay full price.*

Immunotherapy Patients (Allergy Shots, Drops & Venom)

For you if you get allergy shots, under-the-tongue drops (SLIT), or venom immunotherapy (VIT).

- 11. Faster serum preparation** — We fast-track your allergy serum — usually 2–3 weeks instead of 4–6. *Serum is the custom allergy-shot mixture made specifically for you. Barring backordered components or consent forms still awaiting signature.*
- 12. Serum transfer & documentation** — If you move or change clinics, we handle transferring your serum and provide the dosing and schedule paperwork your new clinic, school, or college health center needs. *Shipping is billed separately.*
- 13. Venom-extract handling & special ordering** — We handle the logistics of ordering and managing your venom extract — sourcing, supplier communication, receiving, inventory, and tracking. *This does not include the venom serum or the injection itself — both are billed to your insurance, never to you or the plan.*

- 14. Sting-emergency action plan** — A written emergency action plan for insect-sting reactions, for home, work, camp, and caregivers. (Travel and carry documentation is included under Standard letters & forms above.)

Biologic & Immunoglobulin (IVIG/SCIG) Patients

For you if you're on a biologic injection (such as Xolair/Dupixent) or immunoglobulin therapy (IVIG/SCIG).

- 15. Specialty-pharmacy coordination** — We work with your specialty pharmacy — account setup, keeping your insurance and contact details current, coordinating refills, and tracking shipments. *A specialty pharmacy handles high-cost injectable or infusion drugs — different from your regular retail pharmacy.*
- 16. Medication access & savings** — The full range of savings and assistance for your biologic or Ig therapy — manufacturer copay cards, patient assistance program (PAP) applications, charitable foundation grants, and bridge/quick-start paperwork — free starter doses while your coverage paperwork is still being processed. Renewed each year.
- 17. Receiving, storing & handling your own medication** — If you bring your own medication to be given in our office (for example, Dupixent), we receive the shipment, store it properly (including refrigeration), track it, and make sure it's ready for your visit. *This does not include giving the injection or the medication itself — the injection is billed to your insurance, and the drug is patient-supplied.*
- 18. Home-infusion coordination (Ig)** — We arrange your at-home immunoglobulin infusions — scheduling, nursing, and supply kits. *Ig stands for immunoglobulin, the therapy itself.*

Enrollment, Letters & Forms

- 19. Patient-organization enrollment** — We help you sign up with the right support organization for your condition — FARE, the Food Allergy Research & Education group (food allergy); HAEA, the US Hereditary Angioedema Association (hereditary angioedema); mast cell patient groups; and others.
- 20. Standard letters & forms** — Common letters and forms we prepare for you: school / 504 / daycare / camp; work / gym / sports accommodation; travel and TSA documentation for injectables and immunotherapy vials; college health center; and simple housing or HOA letters.
- 21. Disability / FMLA — administrative portions** — We handle the paperwork and submission for disability and FMLA forms. *FMLA is the federal law that lets you take unpaid, job-protected leave for medical reasons. The medical attestation is completed by your physician. Without membership: \$200 (long-form processing).*

Documentation & Records

- 22. Asthma action plan** — A written asthma plan, with copies for home and school.
- 23. Personalized allergen-avoidance sheets** — Avoidance tips built specifically around your own test results.
- 24. Emergency summary / wallet card** — A wallet- or phone-sized card with your key emergency information, tailored to your condition — allergies (food, drug, venom, environmental), current medications and therapies, epinephrine device and dose, fast-acting medication for sudden swelling, or a blood marker some mast cell patients track and regimen — plus emergency contacts and our practice info. Includes an ER letter where your condition needs one, and is reissued whenever your medications or allergies change.
- 25. Extra record copies** — Copies of your own records beyond the one free set per year, in any format. Ongoing access through your patient portal remains free and unlimited.
- 26. Records transfer & referral packaging** — We transfer your records to other providers and package your records and results for specialist referrals (GI, ENT, rheumatology, hematology).
- 27. CPAP / sleep-study coordination** — We send your referral, prescription, and paperwork to the sleep lab or equipment supplier (in-lab or home study) and coordinate the documents they require. *CPAP is the*

machine used to treat sleep apnea. This does not include the clinical order itself or any required prior authorization.

Food Allergy Patients

For you if you or your child has a food allergy.

- 28. Anaphylaxis / emergency care plan** — A written emergency plan for home, school, camp, and caregivers. We refresh it every year and any time your device or dose changes.
- 29. School medication forms** — We complete the school forms for epinephrine and inhalers.
- 30. Allergy ID & travel tools** — Medical-alert ID ordering (such as MedicAlert), a digital allergy passport for your phone, and translated allergy cards to show restaurant and travel staff.

Additional Conditions

Specialized help for mast cell, drug allergy, latex, eosinophilic, and angioedema needs — plus the emergency card, pharmacy, and enrollment services above, tailored to your condition.

- 31. Specialty-pharmacy coordination** — We work with your specialty pharmacy — account setup, keeping your insurance and contact details current, coordinating refills, and tracking shipments. *A specialty pharmacy handles high-cost injectable or infusion drugs — different from your regular retail pharmacy.*
- 32. Pre-procedure & premedication documentation** — We package and transmit the protocols and clearances your surgeon, anesthesiologist, dentist, hospital, or imaging center requires — premedication protocols (mast cell, contrast dye), updated drug-allergy clearance status (including after testing shows an allergy no longer applies), and latex-safe packets. *We package and transmit the physician's protocol only — we don't create it.*
- 33. Dietitian referral & elimination-diet paperwork** — We coordinate your dietitian referral and package your elimination-diet documentation.
- 34. GI / endoscopy scheduling** — We help schedule your GI or endoscopy appointments and hand off your records.

Self-Pay, Cash & Out-of-Network Patients

For you if you pay cash or use out-of-network benefits.

- 35. Coverage requests & exceptions** — We prepare and submit the requests that get your medication covered — prior authorizations, step-therapy exceptions (when your plan makes you try other drugs first), and tier/formulary exceptions (to move your drug to a lower cost tier or onto your plan's covered list).
- 36. Superbills & reimbursement support** — We prepare digital superbills, itemized receipts, and the documentation self-pay or out-of-network patients need to file their own insurance claims. *A superbill is an itemized receipt with the codes your out-of-network insurance needs to reimburse you.*