Sally Kraynik NP LLC: How to Keep Your Costs Down

My goal is to provide you with high-quality care while also helping you keep your healthcare costs as low and predictable as possible. Below is an overview of how my practice works, how billing is handled, and some practical tips to help you save money along the way. Please don't hesitate to reach out if anything is unclear—these systems can be confusing, and I'm always happy to help.

How Billing Works

The most straightforward way for me to bill is based on **time spent providing care**. This includes:

- Telemedicine video visits
- Asynchronous care (care provided through the Patient Portal outside of video visits)

After a video visit or message-based care, I aim to have everything set up for you—such as prescriptions, lab orders, prior authorizations, documentation, and reminders—until your next anticipated follow-up. Most follow-ups are planned for **3–6 months later**, unless your clinical needs require a different timeline.

Tips to Keep Your Care Cost-Effective

These steps can help ensure your needs are met efficiently and at the lowest possible cost. I understand that life happens, and these steps may not always be feasible—please reach out if you need help navigating them.

Before and Between Visits

- **Read your Patient Portal messages and Clinical Notes** in Tebra/Kareo to understand:
  - When labs are due
  - When follow-up visits are expected
- **Schedule lab draws within the discussed timeframe.**
- **Schedule telemedicine video visits at least two weeks after lab draws** so results are available to review together.

During Telemedicine Video Visits

To make the most of our time (and avoid extra costs), we'll try to create a clear plan that includes:

- Your prescription medication needs
- Your preferred pharmacy
- Your preferred lab
- Timing of future lab work
- Timing of future follow-up (Patient Portal message and/or video visit)

Understanding Asynchronous (Message-Based) Care

"Asynchronous care" means care provided **outside of real-time video visits**, usually through Patient Portal messages. This type of care makes up a large portion of my clinical work.

Many insurance plans:

- Cover **telemedicine video visits** more generously
- Apply **higher copays, coinsurance, or deductibles** to asynchronous care

Because of this, video visits are often the **more cost-effective option**. I recommend reviewing your insurance benefits to see how each type of care is covered so you can choose what works best for you financially.

How to Reduce Message-Based Care Costs

Here are some ways to minimize time spent in message threads—and the costs that can come with them:

- **Consolidate your responses** in the Patient Portal to avoid multiple bills across separate 7-day timeframes.
- **Schedule a telemedicine video visit within seven days** of starting a Patient Portal message thread.
  - In many cases, a timely video visit replaces message-based billing.
  - Claims or invoices are submitted seven days after a message thread begins.
- **Check with your pharmacy before requesting refills** to make sure refills aren't already available.

You can also apply the same cost-saving principles used for video visits:

- Review Portal messages and Clinical Notes carefully
- Complete labs within the planned timeframe
- Schedule video visits at least two weeks after labs
- Use video visits for future planning to avoid long message exchanges

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Invoices and Payment

Please make every effort to **pay invoices as soon as you're able**. Timely payment helps keep my practice sustainable and available to patients.

- If invoices go unpaid or unanswered for **60 days**, this is considered a refusal (rather than an inability) to pay, and a patient may be discharged from the practice.
- **Sliding fee discounts** may be applied retroactively for up to **six months**—please review your eligibility if cost is a concern.

Thank you for being an active partner in your care. Clear communication and planning help us work together efficiently, keep costs down, and ensure you receive the care you need.