

Lake Internal Medicine Associates
Steven M. Tang, M.D.
2101 Prevatt Street
Eustis, FL 32726

Dear Patient,

Lake Internal Medicine started 30 years ago in Grand Island, eventually moving to downtown Eustis. We have been in our present office for over 15 years. My practice remains an independent solo practice committed to providing quality healthcare for patients.

We view ourselves as a family and we consider you, our patient, a key part of our healthcare family. You may not know it but we need your help to keep you healthy. We have partnered with various other independent healthcare providers to help make this possible. We are doing this as part of an ACO (Accountable Care Organization). Through our ACO we have also partnered with the Centers for Medicare and Medicaid (CMS) aka Medicare to participate in their value based care initiatives. You can read more about the CMS Value Based Initiative by going to CMS.gov.

Although I have joined an Accountable Care Organization (ACO), my office remains an independent privately owned practice. Being a part of the ACO will help my office provide quality healthcare to all patients as well as several new benefits for Medicare patients attributed to my practice as part of the ACO.

I would sum up Value Based Healthcare as protocols that focus on keeping healthy patients healthy while focusing more time and resources on patients who are ill or have chronic health problems. This is significantly different from traditional Fee-For-Service styles of healthcare.

What does this mean to you as a patient in my practice? We hope you will notice that we are more patient centered and that we are your home base for all of your care. The following services are available to all of our patients:

1. We offer Wellness Visits annually to help patients maintain a healthy independent lifestyle. These Wellness Visits also help us meet CMS quality program requirements.
2. For our patients that may be sicker or have chronic illness, we offer more frequent appointments. This may include weekly appointments during an acute illness to monitor you closely.
3. We have Chronic Care Management capability which means we will call you via phone to check on you.
4. One of our healthcare partners in the ACO offers weekend walk-in office hours at their Mt. Dora Clinic; Lakeview Internal Medicine. They are available from 9-2 on weekends. Please be sure to ask us about this option which is available to you for weekend illness.

5. We continue to provide same-day appointments for acute illness. Please call us for an appointment when you are sick.
6. We are glad to make referrals for you and schedule tests for you.
7. I continue to care for my own patients when they are admitted to Advent Health Waterman.

I appreciate the trust you have placed in our office. With so much conversation about healthcare going on at the national level, we receive many questions from you. A few common questions are addressed below.

Question: How will all the changes in the ACA "Obama Care" impact me?

Answer: The ACA "Obama Care" should not impact you if you are a traditional Medicare member. If you currently have ACA coverage, we cannot predict the future of the program but we can tell you that if you are currently a patient of my practice, we will continue taking care of you regardless of the government changes.

Question: Do you make more money by seeing me more? I don't understand why I have to come in when I am not sick?

Answer: We do not always make more money by seeing you more often. This depends on your insurance plan. Many times we increase income by keeping you healthy! We do this by asking you to come in 2-4 times per year, depending on your chronic illnesses, so that we can stay ahead of any potential health issues. If you are sick, we will see you more frequently to monitor your recovery and avoid potential relapses and hospital admissions when possible. In addition, we have an obligation to complete quality measures established by CMS.

Question: I got a letter saying you are in an ACO. What is an ACO?

Answer: ACO stands for Accountable Care Organization. It is a specific Value Based Program established by Medicare. I have decided to partner with CMS in this program. This is what it means for you. You are not required to take any action. My office is committing ourselves to more quality and performance monitoring. The letter you received outlines the additional benefits you will have from Medicare because I have elected to participate in this Value Based Program. Please feel free to ask any questions about this benefit or letter to any member of my office or to me during your next visit.

We are looking forward to continuing to be a part of your healthcare family!

Sincerely,
Steven M. Tang, M.D.