



PATIENT PROGRAM SERVICES AND FEES

	SILVER LEVEL	GOLD LEVEL	PLATINUM LEVEL
Patient Education Sessions (includes facilities tour)	X	X	X
Patient Educations Sessions - Following Intervention	X	X	X
Patient Educational Materials	X	X	X
On Line Patient Services	X	X	X
Surgery Application Processing	X	X	X
Access to inter-active web site (on-line patient forums, electronic application processing)	X	X	X
Insurance application processing (all letters of request, phone calls, follow up, pre-certification)	X	X	X
Invitations to private patient social events	X	X	X
Access to on-call team 24/7 via special patient line	X	X	X
Access to patient clothing exchange	X	X	X
Access to special education program (cooking, dressing, interacting with family, strategies for ordering in a restaurant, strategies for business meetings, strategies for grocery shopping, etc..)	X	X	X
Restaurant Card (for special ordering privileges such as off of children's menu)	X	X	X
Retail/eStore Discounts and Special Patient Only Promotions	X	X	X
Nutritional and Meal Planning Education Materials	X	X	X
Free make up consultation (post op) and special promotions at local salons/spas	X	X	X
Discounts to local food delivery services	X	X	X
Discounts to hospital food service program	X	X	X
Subscription to Mercy Health Weight Solutions Newsletter	X	X	X
Enrollment in BOLD Outcomes Database	X	X	X
Discounted membership to the Mercy HealthPlex (upon expiration of free membership offers)	X	X	X
Follow Up Letters and Communications with Patient's Primary Care Physician	X	X	X
Education sessions with personal trainers and wellness coaches (in support group sessions)	X	X	X
Unlimited consultation with Registered Dietitian	X	X	X
Psychological evaluation	X	X	X
Free membership to the Mercy HealthPlex *	3 mos.	6 mos	15 mos.
Private sessions with Wellness Coach *	1 on one one session	3 one on one sessions	9 one on one sessions
Private session with Personal Trainer *	N/A	3 one on one sessions	9 one on one sessions
Access to Patient Health Management Tools (Remedy MD or other)	1 year	2 years	4 years

* Beyond the services covered by the Program Fee, additional session with a Wellness Coach and Personal Trainer and extension of HealthPlex membership can be purchased at a special Mercy Healthy Weight Solutions rate.