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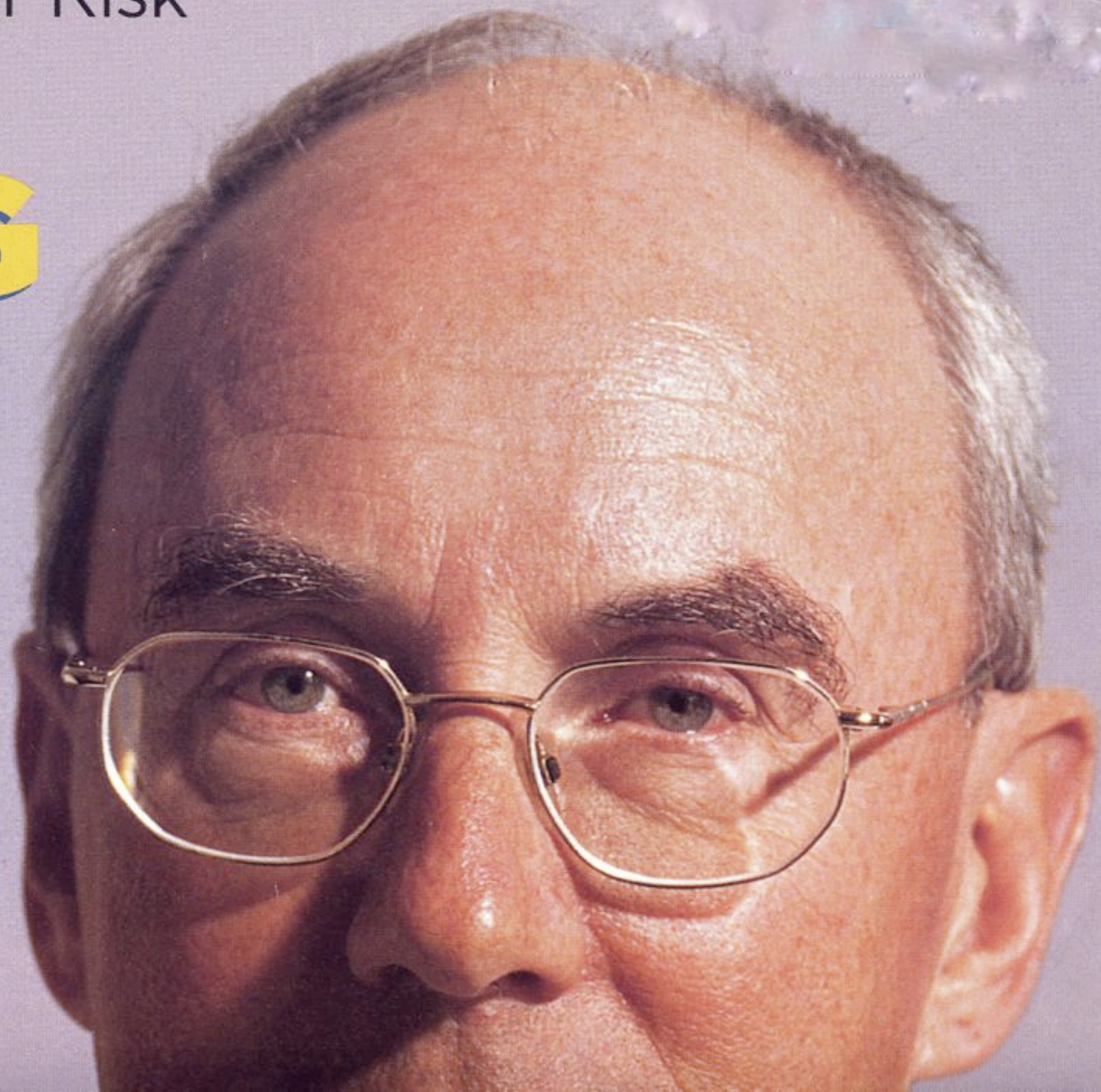
## WALKING THE PLANK

Bermuda leaders wager their political capital by pushing for independence. Voters and big business are not amused.

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### TECHNOLOGY:

Why Consumer Plans Complicate Bill Review





# Doctors on Retainer Catch On

**A new model driven by doctors dissatisfied with traditional managed care catches on with the few who can afford it. Not surprisingly, the model has begun to attract closer regulatory scrutiny. BY RUSS ALLEN**

What would it be worth to you, if you never had to wait for an appointment with your doctor or sit around in the waiting room? What would it be worth if you received exhaustive preventive care year in and year out? How much would you pay if you could summon your doctor 24 hours a day, seven days a week to your house for a call? Would you pay \$100 per month more for such premium care? How about \$1,000 per month? Maybe even more?

These are price points in a small but now well-established niche of health care called retainer medicine. And patients buying these

establishment or conversion of an estimated several hundred physician practices nationwide to a contractual form of old-fashioned medicine.

Internists and family practitioners in retainer practices give their patients better access and more time and personal care, offering:

- Patient-to-physician ratios that are a fraction of those in managed-care practices.
- Executive-health-type services, such as comprehensive physicals.
- In-hospital advocacy and better coordination of specialist care.
- Various types of in-office testing as part of the

practices. They say they are sick of waiting for plans and tired of having to squeeze into their schedule to stay financially afloat.

Retainer medicine has spread from the east and west coast to the midwest. MDVIP has helped to set up retainer practices in retainer-medicine friendly states—offering the doctors experience in transitioning to, maintaining, and growing practices. Using the MDVIP identity and marketing, the practices agree to serve 600 patients per physician and a fixed fee per month, per person. (Primary care physicians in conventional practices typically serve 1,000 patients each.)

“Our doctors develop an individualized plan for each patient and work to track with it, like a wellness coach,” says Engelhardt, CFO and general counsel.

The Lewis and John Dare Center at the University of Washington Medical Center in Seattle is a retainer practice created at, and located at, a hospital medical center. At three times the cost of traditional care, the Dare physicians charge \$250 per person (pro-rated for additional family members) and accept no more than 300 patients.

MDVIP assisted with another retainer practice when it helped to open a concierge practice at Tufts-New England Medical Center, the first such practice at a major academic medical center. And, finally, at the highest end of the spectrum is MD<sup>2</sup>. (For more information, please turn to page 23.)

## REGULATORS RAISE THEIR VOICES

Most retainer-medicine practices are not covered by patients' health care insurance for the same reason they've priced themselves into the market: Retainer physicians do this to maintain their income. But insurance companies, especially Medicare regulators have begun to look at the practice over the last half-dozen years.

Retainer practices may be deemed “not in the public interest” for physician accessibility or otherwise. Some are considered paid for by third parties. Medicare and Medicaid Services (CMS) have looked at the propriety of retainer medicine. CMS has reviewed some offices, including those of the Members of Congress have looked at the propriety of retainer-based physicians from covering Medicare at all. Furthermore, the House of Representatives' Accountability Office is currently reviewing retainer practices across the country to see if patients are disadvantaged by them. (The American Society of Concierge Medicine offers a report to the GAO at <http://www.ascm.org/physicians.com/>.)

“There are concierge models that are not legal,” says Engelhardt, who says that, like others, have had to be cautious about how they promote and market themselves. The current position now is that retainer charges are for additional preventive care and not for access to the doctor.

“That and the time to implement a total physical exam are the additional things that differentiates MDVIP,” says Engelhardt. He prefers the term “personalized primary care” over the terms “retainer or concierge.”

“Access is a difficult thing to de-