TRUECARE DPC

Rooted in Relationships. Focused on Wellness.

A different approach to primary care

More time. More personal care. Less insurance red tape.

What is Direct Primary Care?

Direct Primary Care (DPC) is a simple healthcare model where you have a direct relationship with your primary care practice. Instead of billing insurance for care provided at TrueCare DPC, you pay TrueCare directly through your membership or an applicable self-pay fee.

This gives us more freedom to focus on your health and your relationship with your provider.

- ✓ **More time with your provider**
- ✓ **Focus on prevention & wellness**
- ✓ **Personalized care**
- ✓ **Clear, transparent pricing**
- ✓ **Easier access to primary care**
- ✓ **Less billing complexity**

Meet Dr. Stefanie Shustek

Dr. Stefanie Shustek founded TrueCare DPC to create a more personal primary care experience. Her approach is centered on knowing the whole patient, understanding your health goals, identifying concerns early, and building a plan that supports long-term wellness.

The TrueCare model gives Dr. Shustek more opportunity to spend meaningful time with patients and build an ongoing relationship with them.

Why doesn't TrueCare bill insurance?

Insurance billing adds rules, paperwork, coding requirements, and reimbursement processes between a patient and their medical practice. TrueCare intentionally removes that layer for the care we provide.

By keeping TrueCare services outside of insurance billing, we can keep pricing more transparent and focus on the care you need rather than what an insurance company will reimburse.

IMPORTANT TO KNOW

Medical services received at TrueCare DPC may not be submitted to your health insurance company for reimbursement.

This includes claims submitted by TrueCare, by you as the patient, or by another party on your behalf.

Do I still need health insurance?

Yes. Direct Primary Care is not health insurance and does not replace health insurance. Insurance may still be important for services outside of TrueCare.

- Emergency room care and hospitalization
- Specialists and surgery
- Advanced imaging
- Medications
- Outside laboratory or diagnostic services

The simple version

Your care at TrueCare stays between you and TrueCare.

Outside healthcare services may still be billed to your insurance by those outside providers.

Patient Acknowledgment

By signing below, I acknowledge that I understand:

- Initials: _____ TrueCare DPC is a Direct Primary Care practice and is not health insurance.
- Initials: _____ TrueCare does not bill my health insurance for medical services I receive at TrueCare.
- Initials: _____ I will not submit medical services received at TrueCare DPC to my insurance company for reimbursement.
- Initials: _____ My insurance may still be used for eligible services I receive from outside healthcare providers.
- Initials: _____ I have had the opportunity to ask questions about the DPC model and TrueCare's insurance policy.
- Initials: _____ I consent to the use of an AI Scribe to assist my provider with documentation; I understand audio and text will be used solely for updating my medical records and not to train AI models.

Patient Name: _____

Patient Signature: _____ Date: _____

TrueCare Representative: _____ Date: _____