



Balanced *Medical*

GYNECOLOGY AND LIFESTYLE
MEDICINE FOR WOMEN

PRACTICE GUIDE

For Patients who are Not Members

OUR TEAM



Adrienne Mandelberger MD

FOUNDER



Lindsay Peck

BUSINESS MANAGER

At Balanced Medical, our team is committed to delivering excellence in care, tailored to meet your needs. We prioritize your satisfaction above all else, and if you ever feel your needs aren't fully met, please don't hesitate to reach out - we're here to ensure you receive the support you deserve. Lindsay, our newest team member, comes to us with a rich background in customer service. Lindsay's dedication surpasses expectations, driving us to continuously elevate our standards of care. As our team expands, we remain steadfast in our commitment to recruiting individuals who are not only experts in their fields but also deeply passionate about women's health.



TEMPORARY LOCATION AND HOURS OF OPERATION

900 Northern Blvd
Suite 245
Great Neck, NY 11021

PATIENT CARE HOURS

Monday: 8:00-3:00
Wednesday: 9:00-5:00
Friday: 9:30-3:00

OPEN CALL HOURS

Schedule 10 minute calls for results
review and brief questions

Tuesday: 9:00 - 11:00
Thursday: 9:00-11:00

SERVICE PRICE LIST

ROUTINE GYN SERVICES

New Patient Annual - 1 hour - \$650 (waived if signs up for membership in same day)

Gynecology Follow Up - 1 hour - \$650

Gynecology Follow Up - 30 min - \$350 (must be requested by Dr. Mandelberger, most visits require 1 hour)

In-Office Procedures - \$700

Phone calls for brief follow ups/results - 10 minutes - \$30

MEMBERSHIP OPTION

if you choose to sign up for a Balanced Medical membership at the time of your visit, you may have the visit count towards your membership.

MENOPAUSE SERVICES:

New Patient Menopause Consult - 1 hour - \$250

Menopause follow up = 1 hour - \$700

Menopause follow up - 30 min - \$350 (must be requested by dr. mandelberger, most visits require 1 hour)

Phone calls for brief follow ups/results - 10 minutes - \$30

MENOPAUSE PACKAGE:

Includes 4 30-minute follow ups for menopause-related care: \$1200 (\$200 savings)



www.balancedmedicalny.com
info@balancedmedicalny.com

SURGICAL SERVICES

Initial Surgical Consult - 1 hour - \$500

Hysteroscopic surgery - \$1500

Laparoscopic minor surgery - (i.e. sterilization, ovarian cyst) - \$3000

Robotic hysterectomy, myomectomy endometriosis, or Open Surgery - \$6000

Post surgical patients get additional benefits including text messaging with Dr. Mandelberger and free 10 minute phone-calls.

Surgical fees include post-operative care pertaining to the surgery itself (usually 2 weeks for hysteroscopy, 4-6 weeks for laparoscopic/robotic surgery) will be included in the surgery cost. Insurance may be used for hospital fees, but not surgeon fee. We cannot guarantee insurance coverage for any procedures. Any care related to surgical complications will be included in the original surgical fee for a period of 6 months following the surgery date.



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GETTING IN TOUCH



If you have a brief medical question or need to review labs, Dr. Mandelberger has set aside 10 minute phone appointments each week that you can sign up for through the portal. Calls are \$30 for nonmembers, or free for members. No phone tag! If you believe you will need more than 10 minutes, it would be best to schedule an appointment in person or telemedicine.

Refill requests should be made through portal messaging. Please allow 48 hours for a response. A visit may be needed prior to refill if there has recent been a change or a new medication request.

REPORTS



If testing is ordered during your visit, or bloodwork or radiology done at an outside facility, we recommend scheduling a 10 minute phone check-in the following week to review results with Dr. Mandelberger. Results can then be mailed to your home or uploaded to portal for your review.

Any prior records including notes, pathology, pap smears, radiology including mammograms and pelvic sonograms if indicated, are requested at or prior to your first visit.



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APPOINTMENTS AND BILLING



For non-members, appointments must be requested via email at info@balancedmedicalny.com or by leaving a voicemail on our machine.

Please list preferred dates and times and we will do our best to accommodate. Please understand that we do have many slots held for members as priority appointment booking is a perk of membership

We accept credit card, check, or cash. Credit card is preferred. All major credit cards accepted. Payment is due at the time of your visit.



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ADDITIONAL SERVICES

LABS/RADIOLOGY

Labs:

Labs obtained at balanced medical such as pap/cervical cancer screening, vaginitis testing, certain STD testing or viral swabs will be sent to LabCorp. Pathology will be sent to Mount Sinai Pathology Lab. Patients can be provided with cash pay prices (set by the lab) for lab tests if requested. Certain lab tests may or may not be covered by patient's insurance if they have insurance, as long as the laboratory is within network. Please check with your insurance provider on your plan's specific coverages. Insurance coverage can not be guaranteed by balanced medical for any lab test. Bloodwork will be obtained at outside labs and similarly we cannot guarantee coverage for any labs though insurance can be provided to the labs. Certain specialized lab tests may be recommended at times that are not covered by insurance.

Radiology Studies:

Radiology tests such as mammography, sonograms, MRI, DEXA bone density, obtained outside of balanced medical may or may not be covered by insurance. Please check with your insurance carrier if your plan covers these tests if ordered by a provider Balanced Medical. DEXA body composition and VO2 max testing will almost certainly not be covered by insurance.



FAQ



"How can I prepare for my visit?"

Gather records such as mammo, pap tests, dexa, cardiology visit notes, PCP visit notes and bloodwork including lipid panel, TSH, hormone testing or any others. Be sure to fill out our intake form, check all of your medications and supplements including brands (take pictures of bottles if needed.) Catch up on your family history, ask family members about their medical history if needed.

"Do you take insurance?"

No, we do not contract with any insurance companies. This allows Dr. Mandelberger the time needed to provide the best possible care to her patients. With a membership model, you can breathe easy and not have to worry about cost for each and every visit!

"Do you see women younger than 35?"

Yes I do! however we have a limited number of spots for that age group.

"Do you practice obstetrics?"

No, i do not take care of pregnancies. If one of my patients were to become pregnant I would gladly refer to an excellent colleague.

"Do you do pap smears?"

Of course! We provide full scope gyn care with "annual" exam screenings including pap smears, mammogram scripts, and any other necessary testing for patients who are members.



THANK YOU!



Nurture your health. balance your life

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Questions? We're here to help.

Email: info@balancedmedicalny.com

Phone: 516-853-7891

Fax: 631-350-8467

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