



Balanced *Medical*

GYNECOLOGY AND LIFESTYLE  
MEDICINE FOR WOMEN

# PRACTICE GUIDE

For Patients who are Not Members

UPDATE 11/22/24

# OUR TEAM



## ***Adrienne Mandelberger MD***

### **FOUNDER**

Dr. Mandelberger is a board-certified OB/GYN and certified menopause practitioner with specialized training in minimally invasive gynecologic surgery. She founded Balanced Medical to provide personalized, expert care for women, focusing on the menopause transition and overall gynecologic health. After recognizing gaps in traditional medical training around menopause, she dedicated herself to becoming an expert in this field.



## ***Lindsay Peck***

### **BUSINESS MANAGER**

With her robust background in customer service, Lindsay is the friendly face and warm presence that helps make Balanced Medical feel like home. Her business expertise keeps everything running smoothly behind the scenes, but what really sets her apart is her dedication to our members. As a key part of your experience, Lindsay will be your go-to for anything you need, ensuring personalized support every step of the way.



## ***Sara Siskind***

### **HEALTH & NUTRITION COACH**

Sara takes a comprehensive approach to health and wellness, focusing on every aspect of your life to support overall well-being. Rather than teaching restrictive diets, she helps clients cultivate healthy habits that foster long-term success. When working with Sara, you'll uncover effective ways to reach your health goals by managing food cravings, enhancing sleep quality, increasing energy through exercise, and achieving an ideal weight based on your age and body type. She guides you step by step, showing you how to start, sustain, and maintain a lifestyle that truly works for you.



## ***Christa Spear***

### **OPERATIONS AND MARKETING MANAGER**

Christa brings a wealth of experience in business management to Balanced Medical, her expertise in streamlining operations, strategic planning, and leadership plays a pivotal role in ensuring the seamless coordination of patient care. Known for her creativity and strategic approach, Christa is committed to delivering exceptional support, enhancing both the patient experience and the overall practice. Her passion for teamwork and problem-solving makes her a valuable asset to our practice. Although based in Indiana, Christa is a vital part of our close-knit team and provides virtual support to both our staff and patients.





# 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: 11:00 - 1:00  
Thursday: 11:00 - 1:00

# 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 - \$700

Menopause follow up = 1 hour - \$650

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

## TELE-MENOPAUSE CONSULTANT PACKAGE:

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



[www.balancedmedicalny.com](http://www.balancedmedicalny.com)  
[info@balancedmedicalny.com](mailto:info@balancedmedicalny.com)

# TELE-MENOPAUSE CONSULTATION PACKAGE

After your initial 1 hour intake visit, our menopause package consists of four 30-minute telemedicine visits per year to advise on (and prescribe if applicable) treatment for perimenopause and menopause related symptoms. This is NOT only for those wanting HRT, and a wide variety of options are available to all wanting help with their symptoms.

With the Tele-menopause package, Dr. Mandelberger acts as a consultant on your care team, not one of your primary doctors. You still need to have a primary care doctor and a gynecologist (or family physician/someone who can perform pelvic exam screenings and paps as needed)

The menopause package does not include the following features of our membership:

1. concierge level services
2. physical exams, annual exams, paps, and routine wellness care
3. longevity optimization (outside a few tips about lifestyle management during discussions)

Visits if unused, do not roll over to the next year

## SURGICAL SERVICES

Initial Surgical Consult - 1 hour - \$500

Hysteroscopic surgery - \$1500

Laparoscopic surgery, 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.



[www.balancedmedicalny.com](http://www.balancedmedicalny.com)  
[info@balancedmedicalny.com](mailto:info@balancedmedicalny.com)

# 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 email. 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.

Book your 10 minute call here:

<https://balancedmedicalny.hint.com/signup/nonmembercall>



# 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.

Schedule a 10 minute call here:

<https://balancedmedicalny.hint.com/signup/nonmembercall>

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.



[www.balancedmedicalny.com](http://www.balancedmedicalny.com)



# APPOINTMENTS AND BILLING



For non-members, appointments must be requested via email at [info@balancedmedicalny.com](mailto: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.



[www.balancedmedicalny.com](http://www.balancedmedicalny.com)

# 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*

[www.balancedmedicalny.com](http://www.balancedmedicalny.com)

Questions? We're here to help.

Email: [info@balancedmedicalny.com](mailto:info@balancedmedicalny.com)

Phone: 516-853-7891

Fax: 631-350-8467

[www.balancedmedicalny.com](http://www.balancedmedicalny.com)