



Concierge Prenatal Services (CPS) FAQ's

How much does CPS cost?

The introductory price for a full pregnancy is \$240. Given the way the program is structured, we estimate each visit to be around \$30—less than the average specialist co-pay.

Is CPS included in my global OB fee?

No, CPS is a separate cost from your routine prenatal care, labs, ultrasounds, medications, and problem visits.

My insurance covers maternity at 100%. Why is there an extra fee for CPS?

While the prenatal care is covered, the concierge aspect of care—travel to your home—is an optional luxury, and thus not a covered service.

What if I deliver early? Can I get a refund on my CPS fee?

If you have had more than 50% of the expected eight (8) visits at your house, we cannot refund concierge service fees, with the only exception being miscarriage.

If I transfer care to another practice, is there a refund for my CPS fee?

When you transfer, we will partial bill your insurance for the number of routine obstetric visits you've had with Full Circle. We will then apply the balance of your CPS fee (less \$45 per visit) toward any patient responsibility including co-insurance or deductible. Please note, if you have had five (5) or more home visits, the concierge fee is non-refundable in its entirety—the only exception being miscarriage under our care.

When do I need to pre-pay for CPS?

The entire balance is due by the end of your 14th week of pregnancy

What happens if I have a miscarriage?

Miscarriages after 14 weeks are rare, but unfortunately they do happen and we sympathize with your loss. The balance of your CPS fee will be applied toward any partial care patient responsibility and the remainder will be refunded to you, regardless of how many visits you have had.

Why do I have to pre-pay the CPS fees so early?

Because we are the only physician practice in town offering home prenatal care, our schedule fills quickly. We can only offer this service to a limited number of patients and we need a firm commitment to book our schedules in advance.

Can I pay my CPS fee in installments?

As long as the entire balance is paid by your 14th week, you may pay the \$240 in increments. Please make sure our front desk staff knows what you are paying toward, so it can be applied in the correct area.

I forgot I had a visit. Is there a fee?

The same \$25 Full Circle "no-call/no-show" fee applies to CPS. The difference in home care is that our home-visit CNM only requires two (2) hours notice of cancellation, whereas the office requires 24 hours. As long as you cancel two (2) hours before your appointment by calling the CNM on the concierge visit phone, no fee will apply and you may reschedule with her.

May I make payments for my routine prenatal care with my home-visiting provider?

All payments toward routine prenatal services must be made in the office or over the phone with our front desk staff. No money will be accepted by your CNM.

How should I prepare my home?

Please corral and secure any pets and clear a quiet area for you and the midwife to converse. PLEASE notify the midwife if any communicable infestations have been recently (in the last ten days) discovered or treated in your home, including but not limited to: lice, scabies, fleas, etc.

Why do I have to come in to Full Circle Jax for certain problem visits?

Our midwife travels without a medical chaperone and to protect you and her, we do not permit in-home vaginal exams. If you are complaining of symptoms that could be labor, preterm labor, ruptured membranes (water broken), vaginal infection, or unexplained vaginal bleeding, you will require a physical examination that is beyond the scope of home visits. Decreased fetal movement requires fetal testing on non-portable equipment. At present, our concierge service does not perform encounters for non-pregnancy related complaints (e.g. skin rashes, colds etc).

Will my concierge midwife deliver my baby?

Unfortunately, our concierge midwife is only contracted for home visits. You will be delivered by one of our traditional providers—Dr. Adams, Lauren, Carol, or Jordan.

Which visits can be done at home?

Your visits on or around weeks 16, 24, 28, 30, 32, 34, 37, and 38 of your pregnancy can be done at home. Our concierge midwife can do a jellybean diet and hemoglobin fingerstick at home for appropriate candidates, and administer Rhogam if you are Rh negative. All visits after 39 completed weeks will be at Full Circle Jax in case a cervical exam is requested or fetal testing is required.

Why can't I have all my prenatal visits at home?

Because our concierge midwife doesn't attend births, you will need to meet all of the Full Circle providers since any of them could potentially deliver your baby.

I'm going to have a scheduled Cesarean. When I come in, can I have all my office visits with Dr. Adams?

At the time your CPS fees are paid, we will make every effort to accommodate your request with advanced scheduling. For urgent visits, however, we ask that you remain flexible and see the first available provider as Dr. Adams' schedule books far in advance.

What can I expect at my visits at Full Circle Jax?

Your first visit (around 8 weeks) will be with Dr. Adams for pregnancy confirmation, dating ultrasound, and review of medical and obstetric history. Your second visit (around 12 weeks) will be with one of the midwives and include a pelvic exam for Pap and/or cultures. At 20-weeks, you'll have a combination visit—one with Kathleen, our sonographer, for your anatomy ultrasound, and one with one of the midwives for a routine pregnancy check. Your 36 week visit will be with another midwife for your Group beta-strep (GBS) test and review of your birth plan. All visits after 39 completed weeks will be at Full Circle Jax in case a cervical exam is requested or fetal testing is required.

I have gestational diabetes. Can I still participate in CPS?

Yes! Our concierge CNM can review your glucose log and make nutritional suggestions as she reports directly to Dr. Adams, who will be guiding your care. We will still co-manage your diabetes with Regional Obstetric Consultants (ROC), and you will need to see them for testing, but the prenatal care schedule will remain unchanged—unless you have complications that require you to see Dr. Adams instead of the midwives at your Full Circle Jax visits.

I'm already past 14 weeks and I want to start CPS! Is it too late?

No! During our pilot program, we are allowing low-risk (no chronic medical or complex obstetric conditions) patients in our target zip codes to start home visits at a rate of \$30 per visit.

Where do I have to live to take advantage of CPS?

We are piloting the program in Nocatee, Ponte Vedra, St. Augustine, World Golf Village, and Vilano Beach.

I don't see my zip code listed. Will you be adding more?

Depending on the success of the program, we hope to offer an expanded area of concierge service in the near future.

Can I reach the concierge midwife after hours?

The concierge midwife does not take after-hours call. She can only be reached via telephone for scheduling issues. If you have a non-urgent clinical matter, you may message her on the patient portal. Urgent clinical matters should be directed to Colette at the main Full Circle Jax office (904) 674-0022.

Does the home-visit midwife share the practice philosophy?

Our concierge midwife has seen patients in the office at Full Circle, and is fully aligned with our principles of low-intervention for low-risk patients.

Does Full Circle attend home births?

No. While we support women's right to choose out-of-hospital birth, we deliver exclusively in the hospital.

Why would I get most of my prenatal care with one person and then deliver with someone I've only met once?

We introduced concierge care to reach those women who want a "Full Circle" birth, but find it difficult to travel into the city for 10-12 visits. This program is for women who have bought into the belief that pregnancy, labor, and delivery is natural, and want to deliver with a team of providers who will respect their wishes and not create a contentious birth environment. We do NOT share call with other groups because our patients come to us for that reason. Any of the Full Circle providers can guarantee similar birth experiences because they all BELIEVE IN BIRTH. Several of our patients feel "at home" after meeting with any one of our providers for the first time.

Can my doula or spouse attend my prenatal visit?

Of course! Doulas and spouses are welcome at any Full Circle prenatal visit—in office or at home.

I don't want my family to know what I discuss at my prenatal visit.

Our concierge midwife is quiet and discreet, and will keep your test results and conversations confidential per disclosure agreements signed at your first visit. Beyond that, however, the burden of privacy rests upon the patient. Ultimately, the number of people in the house at that time determines the privacy of the visit, as well as the location in the house where the visit is held, and the access other people have to that location. All of these factors are at the sole discretion of the patient.