

# The Lanby's Membership Guide

Welcome to the club! We're excited to have you as a member and look forward to providing you the best experience possible. We hope that what follows will get you oriented, excited, and motivated to get well, better.

## CONTACT

**Call:**  
646-200-5750  
**Text:**  
646-362-7332  
**Fax:**  
646-832-2523  
**Member App:**  
[Desktop](#), [Apple](#), [Android](#)  
**Email:**  
[membership@thelanby.com](mailto:membership@thelanby.com)

## MEMBER APP



## LOCATION

535 FIFTH AVENUE,  
SUITE 603

*Entrance on 44th St.  
between 5th Ave. and  
Madison Ave.*

## MEET YOUR CARE TEAM



## LET'S GET ONBOARDED

### Step 1: Intake form

- Login to your Member app: You can log into the HIPAA compliant Member app via the [Fold Care app](#) or on a [web browser](#) to schedule appointments, stay up to date on your Care Plan, and chat with your Care Team.
- Complete your intake form: We recommend setting aside 30 minutes – share as much information as you can for us to prepare for your visit.

### Step 2: Baseline Visit:

This 80-minute in-person visit is designed to bring us up to speed on your health and set the stage for your care moving forward.

*A few important reminders:*

- Please fast prior to your labwork (no food 8 hours before; water, black coffee or tea is okay)
- Drink plenty of water the night before and morning of
- Please arrive at least 10 minutes early (we begin and end on time)
- Don't forget to bring your insurance card with you

### Stay in touch

As your primary care partner, we want to keep the lines of communication open. Here are some tips on how to stay in touch in between visits.

- [Member App Chat](#): You can reach any member of your Care Team through the Fold Care app. We use one centralized group chat to make your life easier. Your message will be triaged to the right person on the team to ensure your questions get answered as quickly and effectively as possible.
- [Text/SMS](#): If you prefer to reach us via text, save this number in your phone: 646-362-7332. We will also reach out via SMS to schedule future appointments.
- [Email membership@thelanby.com](mailto:membership@thelanby.com): While using the app is preferred to ensure our conversations get properly recorded and organized into your chart history, you can also reach your Care Team via email. Please expect longer turnaround times, as email is not monitored as closely as in-app chat.
- [Members-only Newsletter](#): Upcoming events, group sessions, and product announcements will be shared with you via our newsletter.

Our regular hours of operation are Monday through Friday, 8:00am - 5:00pm. If you message your Care Team during off-hours, including weekends and major holidays, the response time may vary but we'll do our best to get back to you by the next business day.

## FEEDBACK

In order for us to stay aligned, we kindly ask that you complete a quick quarterly survey. This keeps us informed of how we're doing and where we can improve to maximize your experience. The surveys can be found in your Member app under "My Tasks". You can also schedule a dedicated time to share feedback with your Member Advocate at any time through the Member app. We welcome it!

## APPOINTMENTS & TIMELINESS

All visits will be scheduled via text / SMS.

We will notify you promptly if an appointment will be delayed for any reason, and we request that you do the same. In order for The Lanby to provide best in class and equitable care to all of our Members, we reserve the right to truncate or reschedule your appointment if you arrive late.

If you need to reschedule, we ask that you let us know at least 72 hours in advance so that we can offer your slot to another member.

### **Suggested Visit Cadence**

- Beyond your Annual Baseline Visit, we recommend meeting with your Care Team quarterly to measure progress with labs (optional), discuss any symptoms or goals, and adjust your Care Plan accordingly.
- When you're feeling sick, please reach out via the app or SMS so that we can get you the care you need as quickly as possible.
- You can also request 1:1 visits with any member of your Care Team through the app to explore other concerns or opportunities for optimization (e.g. advanced diagnostics, continuous glucose monitoring, preventive screenings, genetic testing, etc.).

## URGENT CARE

There are occasions when a member's symptoms warrant swift medical intervention. In these circumstances, we may refer you to an Urgent Care or Emergency Department:

- Difficulty breathing or shortness of breath
- Vomiting & diarrhea
- Chest pain or pressure
- Cuts & burns
- Severe joint or back pain
- Head injuries
- Severe abdominal pain
- Pneumonia
- Sudden severe headache, paralysis, or weakness
- Uncontrolled bleeding
- Compound fractures

### **Member Perk: The Lanby After-Hours**

For unexpected needs outside clinic hours, we offer access to trusted, concierge-level acute care through our After-Hours Membership. You'll receive private telehealth support plus seamless coordination for urgent in-home care when medically appropriate from 8 am to 10 pm 365 days a year.

## BILLING & INSURANCE

### How will I be billed?

Beginning on the day of your Baseline Visit (the first day of your membership), you will be charged on an annual basis in accordance with our membership agreement. Your deposit will be refunded then.

### Insurance and Out-of-Network Benefits

Membership with The Lanby is not health insurance. We do not currently participate with commercial health insurance plans or federal health care programs such as Medicare or Medicaid. As a courtesy to members, The Lanby may provide you with a superbill which you can submit to your insurance for out-of-network reimbursement. Depending on the size of your out-of-network deductible and your plan, you may be eligible for reimbursement directly from your insurance provider.

Certain types of insurance (such as HMOs, EPOs, and Medicare plans) require an in-network provider to make specialist referrals and/or lab and imaging orders in order to receive coverage. In these cases, you will need a pre-established in-network primary care physician who we can collaborate with on your care.

### Can I get reimbursed through my HSA/FSA?

We are happy to provide an annualized receipt of your membership fees to submit to your HSA/FSA for reimbursement. Please reach out to your Office Manager with any questions on the submission process. Reimbursement amount may vary.

## ADDITIONAL RESOURCES

[Our members only guides](#)

[Member perks](#)

[Advanced diagnostics](#)

[Upcoming events](#)

[Our favorite products](#)

[Amazon store](#)

[Membership add-ons](#)

[Member app FAQ](#)

*Password: getwellbetter*