



Patient Welcome Packet

Welcome to Evolve Gynecology, your concierge gynecology clinic. We are excited to have you be a part of our Concierge family.

This Welcome Packet is designed to answer commonly asked questions and give you an idea of what to expect!

In it you will find:

- A Welcome Letter from Dr. Hodges
- What Makes Evolve Gynecology Different
- What's Included in Your Concierge Gynecology Membership
- What's included in your Concierge Whole Health Membership
- What's Not Included in your Concierge Membership
- What's included in your Pay As You Go Membership
- Policies, Expectations, and Practice Guidelines
- Pricing, Billing, and Procedure Information

Our goal is to provide clarity, transparency, and reassurance so you can make the decision that is right for you. If questions arise as you review this packet, our team is here to help.



WELCOME TO EVOLVE GYNECOLOGY

My name is Dr. Toni Hodges-Wills, and I am honored that you have chosen to partner with me in your care. We are proud to be the first concierge gynecology practice in Las Vegas, built intentionally to strengthen the physician-patient relationship and deliver thoughtful, unhurried, evidence-based gynecologic care.

Evolve Gynecology was founded to create a warm, supportive environment where women feel heard, respected, and empowered to make informed decisions about their health.

Over time, the traditional insurance-driven model has increasingly limited the time, access, and continuity that meaningful care requires. Transitioning to a concierge model allows us to remove those barriers and return our focus to you.

At Evolve, care is relationship-based, not volume-driven. By stepping away from insurance billing, we are able to offer longer visits, direct communication, transparent pricing, and a more personalized experience without copays, rushed appointments, or surprise bills.

I look forward to continuing our relationship and guiding you through every stage of your healthcare journey.

Dr. Toni Hodges-Wills, DO, FACOG, MSCP
Founder & Medical Director
Evolve Gynecology





WHAT MAKES EVOLVE DIFFERENT?

Visit Length & Appointment Experience

- Both office and telehealth visits available, dependent on your needs
- 30-minute appointment times for all visits
- Appointments are unhurried and designed to allow time for education and shared decision-making
- Adherence to the schedule, to ensure shorter wait times, because your time is valuable to us.

Access & Communication for Concierge patients

- Direct communication with Dr. Hodges and staff via secure text and/or patient portal
- Messages received during business hours are typically addressed within two hours
- Messages received after hours, overnight, or on weekends will receive a response by the next business day
- Urgent concerns will be addressed as soon as possible to ensure timely care

Urgent vs Emergency Care

- Urgent gynecologic concerns are accommodated with same-day or next-day visits whenever possible
- Medical emergencies should always be directed to the emergency room
- For urgent questions, text access allows Dr. Hodges to provide guidance and determine next steps

Our Care Philosophy

- Evidence-based, up-to-date gynecologic care with a personal approach
- We support autonomy and guide without judgment
- To help women from every background feel confident in their choices and supported through every stage of life
- Treatment will be recommended based on clinical expertise and medical necessity (i.e., treatment is not dictated by membership status)

Membership Flexibility

- No long-term contracts
- Memberships may be canceled at any time with proper notice
- Our commitment is to earn your loyalty through care, not contracts
- If you choose to leave, re-enrollment is subject to availability and a re-enrollment fee





WHAT'S INCLUDED IN YOUR CONCIERGE GYNECOLOGY MEMBERSHIP?

Core Benefits

- Comprehensive gynecologic care with a board-certified OBGYN and Menopause Society Certified Practitioner
- Extended visits without long wait times, office hours Monday-Thursday (excluding holidays)
- Direct communication with Dr. Hodges and staff via secure text and/or portal Monday-Friday (Messages received after hours will be responded to pending availability and urgency)
- In-office phlebotomist/lab draw, with discounted pricing for labs (may also be sent through insurance if preferred)
- Unlimited visits during your 12-month membership period
- Priority scheduling with the ability to self-schedule via the online portal
- Telehealth visits when clinically appropriate
- Annual well-woman exam
- Behavioral health screening
- Cancer risk assessment and screening referrals
- In-office pelvic ultrasound, colposcopy, and endometrial biopsy, when indicated
- 10% discount on procedures not included with membership
- Coordination with an extensive network of other providers for referral, including pelvic floor physical therapists, mental health professionals, and more.
- Quarterly telehealth or office check-ins with Dr. Hodges
- Secure messaging to communicate results
- Pelvic ultrasound, colposcopy, and endometrial biopsy, when indicated





WHAT'S INCLUDED IN YOUR CONCIERGE WHOLE HEALTH MEMBERSHIP

In addition to the benefits outlined above in the concierge gynecology membership, you will also have access to the following:

- Routine primary care and preventative services with our physician assistant, available for patients 18 and older.
- Physician Assistant is available in-office Monday and Tuesday
- Direct communication with our physician assistant and staff via text and/or portal Monday through Friday (excluding holidays)
- Medically complex patients may be referred when appropriate
- If a patient is determined to be outside the scope of this service, your membership will be adjusted, and appropriate referrals will be provided.

WHAT'S NOT INCLUDED IN YOUR MEMBERSHIP, AND HOW TO ACCESS CARE

- Hospital-based care or surgeries requiring anesthesia. (Dr. Hodges has a professional relationship with local skilled gynecologic surgeons who are available for referral, when indicated.)
- Laboratory testing, medications, outside imaging, and specialist referrals are not included in the membership fee. When ordered or prescribed by your provider, these services may be billed to your insurance.
- * Self-pay patients may access discounted laboratory pricing through Clinical Pathology Laboratories (CPL).
- Most office procedures are not included in your membership and are offered on a direct pay basis only, though concierge members are given a 10% discount. (Procedures that are included in your membership are listed above on page 4).
- For a full list of exclusions and procedure pricing, please reach out to our patient care coordinator or visit our website.

How to Access Care

- Member Text Line (Spruce): Provided upon enrollment
- Office Phone: 702-813-7200
- Patient Portal: Available for non-urgent communication

After-Hours Guidance

Urgent concerns may be sent via text. Emergencies should be directed to the emergency room.





WHAT'S INCLUDED IN YOUR PAY-AS-YOU-GO MEMBERSHIP

- Comprehensive gynecologic care with a board-certified OBGYN and Menopause Society Certified Practitioner
- All visits are 30 minutes
- \$300 for all GYN appointment types with Dr. Hodges. This ensures adherence to the schedule and keeps wait times minimal.
- \$200 for primary care appointments with our physician assistant.
- Gynecology office hours Monday–Thursday (excluding holidays)
- Primary care office hours Monday–Tuesday (excluding holidays)
- In-office phlebotomist/lab draw, with discounted pricing for labs (may also be sent through insurance if preferred)
- Telehealth visits when clinically appropriate
- Secure patient portal access to communicate with staff
- Coordination with an extensive network of other providers for referral, including pelvic floor physical therapists, mental health professionals, and more.
- Visits and services are paid for individually at the time of care.
- Appointment availability is limited and must be scheduled by calling the office directly.
- This option does not include the expanded benefits associated with the annual Direct Care or Primary Care memberships.

****You must be a member of the practice to be seen. Once registered as a member, you may either remain Pay Per Visit (if eligible as a legacy patient) or enroll in the concierge membership for more comprehensive access and benefits.***





MEMBERSHIP POLICIES

Billing & Cancellation

- Memberships auto-renew monthly
- No cancellation fees
- 30 days notice required for cancellation



Re-Enrollment

- Re-enrollment is subject to panel availability
- A \$300 re-enrollment fee applies if space is available

Scan here to visit our website

Communication Preferences

- Text messaging for urgent concerns
- Patient portal for non-urgent issues

All members, whether Pay Per Visit or Concierge Membership, may use:

• **Out-of-Network Insurance Benefits**

If your insurance plan includes out-of-network coverage, you may submit receipts for possible reimbursement directly to your carrier. We will provide a detailed receipt (superbill) upon request. Reimbursement is determined by your individual insurance plan.

• **HSA (Health Savings Account)**

If you have an HSA, you may use those funds to pay for eligible services.

• **FSA (Flexible Spending Account)**

If you have an FSA, you may use those funds for eligible medical expenses. Please check with your insurance carrier or benefits administrator to confirm eligibility and reimbursement guidelines specific to your plan.

