



AXIOMeds Provider Guide

Clinical Operations & Contracting Manual

Confidential — For licensed clinicians and practice managers

AXIOMeds is a wellness-first membership and not insurance. For medical emergencies, call 911.

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1. Introduction

AXIOMeds connects individuals and employers with licensed clinicians practicing under the UniteDoctors PLLC framework. The model is wellness-first and virtual-first, with closed-loop local referrals for exams, diagnostics, and minor procedures. This guide details the clinical scope, practice paths, compensation alignment, credentialing, workflows, and quality standards. Use it to onboard, operate, and continuously improve within a prevention-led model that prizes continuity and outcomes.

2. What AXIOMeds Is (and Isn't)

AXIOMeds is a health benefits membership, not an insurance product. It provides:

- 24/7 virtual access to licensed clinicians for non-emergent care and primary care touchpoints.
- A longitudinal Health Coach relationship focused on prevention, adherence, and recovery.
- Coordinated local services for eligible annuals, vaccinations, routine labs, and minor procedures via program benefits.

AXIOMeds does not underwrite or pay ER/inpatient claims, and it does not replace carrier obligations. Separate insurance policies may be purchased through licensed agents at the member's discretion.

3. Clinical Model & Scope

Virtual-first care includes urgent (non-emergent) concerns, primary care touchpoints, chronic condition follow-ups, behavioral health check-ins, preventive counseling, and medication management within state scope-of-practice.

- Hybrid escalation: defined criteria for in-person exam, diagnostics, imaging, minor procedures, or higher acuity settings.
- Testing & monitoring: order routine labs/diagnostics; coordinate local fulfillment; review and document; close the loop.
- Continuity & outcomes: same-clinician follow-ups whenever feasible; guideline adherence and patient-reported outcomes tracking.
- Medication policy: evidence-based optimization and reconciliation; no controlled-substance prescribing in this program.

4. Practice Paths: In-House and External

Choose the structure that matches your career stage, licensure footprint, and practice preferences.

4.1 In-House Health Coach (W-2)

- Employed by AXIOMeds with clinical supervision under UniteDoctors.

- Turnkey panels, internal leads, CRM/support staff, malpractice coverage.
- Defined cadence; documentation coaching; outcome dashboards; leadership tracks.

4.2 External Health Coach (1099 Partner / LP)

- Contract through state-registered entities (e.g., UniteDoctors [STATE] LLP) while maintaining your clinic.
- Steward an AXIOMeds panel; fulfill eligible in-person services (annuals, vaccines, routine labs, minor procedures).
- Part-time to full-time flexibility; ideal for owners expanding without volume pressure.

5. Panels, Cadence & Workload

Panels are right-sized (typically 100–500+ with extenders) to balance access with depth. Follow-ups are scheduled and documented with clear SLAs so recovery work does not stall in inboxes. Template-driven notes, tasking, and outcomes dashboards keep care auditable and efficient. Same-clinician continuity is prioritized whenever feasible.

6. Compensation & Benefits (Overview)

- Membership-based compensation linked to active, engaged panels and quality measures.
- Outcome alignment via Wellness Score (WS) and guideline-based metrics—used prospectively, not as mid-year pricing.
- In-House: salary + benefits, malpractice, paid training, and incentives per program terms.
- External: partnership economics plus remittances for eligible in-person services; Solo 401(k) setup option where applicable.
- Additional perk: AXIOMeds Platinum plan coverage for clinician and family, per program terms.

7. Wellness Score (WS): Alignment without Penalty

WS is a year-over-year ratio of time in Member Mode versus Patient Mode. It applies to Premium tiers (Silver, Gold) and Platinum and activates after a 12-month waiting period for fairness. Minor, self-limited issues (e.g., uncomplicated viral colds) do not accrue Patient Mode days; serious episodes are risk-adjusted and time-boxed. WS never changes dues mid-year; it guides next-year prevention cadence and incentives for members and panel-level recognition for clinicians.

8. Referral & Payment Flow (Eligible In-Person Services)

1. Clinician issues a referral with an authorization ID for an eligible service (annuals, vaccines, routine labs, minor procedures).
2. External clinic performs the service and submits a claim with invoice/notes, CPT/ICD, and Referral/Auth ID.

3. Program benefits validate eligibility and remit payment to the clinic; member responsibilities are disclosed up front.
4. Results are returned to the clinician; documentation and follow-up close the loop.

9. Credentialing & Readiness

- Active state license(s) and NPI; malpractice COI; HIPAA training; background check.
- Board status if applicable; DEA documented if held (program excludes controlled-substance prescribing).
- Resume/CV; languages; comfort set; availability grid; references on request.
- External partners: clinic address and capabilities (annuals, vaccines, minor procedures, phlebotomy access).

10. Technology & Support

- Secure telehealth, encrypted messaging, e-prescribing (non-controlled), e-labs, referrals, outcomes dashboards.
- Clinical operations: scheduling, triage routing, eligibility checks, claim validation for eligible services.
- Documentation coaching, QA/peer review, and escalation support with clear SLAs.
- Member success teams coordinate communication, education, and adherence nudges.

11. Quality & Safety

- Protocolized escalation thresholds and time boxes for episode management.
- Medication safety checks and reconciliation; allergy and interaction review.
- Closed-loop referrals and result tracking; missed labs or imaging escalated automatically.
- Peer review, case conferences, and focused audits for documentation quality.

12. Compliance & Privacy

- Practice under UniteDoctors PLLC governance; adhere to documentation standards and state scope-of-practice.
- HIPAA-aligned privacy with role-based access; minimum necessary information sharing.
- Employer reporting is aggregate/de-identified; no individual PHI is shared without consent.
- No controlled-substance prescribing; advertising and inducements must follow state law.

13. Onboarding Workflow

5. Apply and submit credentials (license(s), NPI, malpractice COI, resume/CV).
6. Verification, background check, HIPAA training, and platform access provisioning.
7. Orientation (operations, documentation, escalation criteria, WS policy).

8. Panel assignment; initial cadence; first 30/60/90-day check-ins with QA feedback.

14. Provider FAQs

Is this employment or contracting?

Both paths exist. In-House clinicians are W-2 employees supervised within the UnitedDoctors framework, while External clinicians contract through state LLPs and may maintain their independent practice. Both paths share the same clinical standards, documentation requirements, and escalation criteria. Choose based on stability needs, flexibility, and clinic ownership goals.

How big is a typical panel?

Panels are sized to balance access and depth, typically 100–500+ members with extender support. Cadence is defined so follow-ups and recovery work are timely. Availability, licensure, and acuity drive panel assignments. Continuity is prioritized with the same clinician where feasible.

How does WS affect my practice?

WS aligns incentives without mid-year price changes for members. It applies to Premium/Platinum tiers after a 12-month wait, excludes minor self-limited issues, and risk-adjusts serious episodes. Clinicians are recognized for stewardship, continuity, and recovery, not penalized for complexity. Use WS trends to tune prevention cadence and outreach.

What in-person services are eligible through program benefits?

Eligible categories generally include annual visits, vaccinations, routine labs, and minor procedures when referred and authorized. Each service must carry a Referral/Auth ID, documented notes, and appropriate coding to qualify for validation and remittance. Member responsibilities are disclosed up front. Always close the loop with results and follow-up documentation.

What support do I receive day to day?

You practice on a secure, integrated stack with operations teams handling scheduling, routing, eligibility checks, and claim validation for eligible services. Documentation templates, QA feedback, and outcomes dashboards help maintain quality and efficiency. Member success teams coordinate education and adherence nudges. Escalations follow defined SLAs with clinical leadership oversight.

15. Contacts & Resources

Clinical Operations: clinicalops@uniteddoctors.com | (312) 555-0177

Credentialing: credentialing@uniteddoctors.com | (312) 555-0180

Address: 444 W Lake St, Chicago, IL 60606

Note: This guide summarizes program terms and clinical standards and may be updated periodically.

Appendix A — Readiness Checklist

- State license(s) active; NPI; malpractice COI; HIPAA training certificate.
- Resume/CV; languages; comfort set; availability grid; references if requested.
- DEA status documented if held (program excludes controlled-substance prescribing).
- External partners: clinic address and capability list; phlebotomy routing plan.

Appendix B — Documentation Standards (Quick Guide)

- SOAP with focused assessment tied to guideline-based plans; include safety net and follow-up interval.
- Medication list reconciled; allergies and interactions reviewed.
- Referral/Auth ID recorded when escalating in person; results attached and loop closure documented.
- Use structured templates; complete notes within required SLAs; sign and lock charts promptly.

Appendix C — Glossary

- Member Mode / Patient Mode: States used to calculate the Wellness Score.
- WS (Wellness Score): Year-over-year ratio guiding prevention intensity and incentives; not a mid-year pricing lever.
- PHA / AAA / MBA: Program benefits for prevention cadence, medications during Patient Mode, and eligible in-person services.
- UniteDoctors PLLC: Clinical practice framework providing governance and oversight for AXIOMeds care.