



FAQs About Membership

What is Member Plus Family Health?

Member Plus Family Health is a unique and personal health care practice which was founded by Dr. Gregory Keyes over 25 years ago as a way to allow more time with patients with greater access and provide home visits when needed. Dr. Keyes retired in January 2017 and the practice is presently run by Blain Crandell, MD. Because we are available 24/7 by phone, this allows direct access to a provider. Our mission is to serve patient's individual needs in the best way possible throughout the lifespan of each individual. We are a family friendly clinic as well and assist families in meeting their family needs. In order to accomplish this goal, it is necessary to limit how many patients we see and therefore ask you to pay a monthly or annual fee, which is tailored to your needs for estimated visits per year or can be based on age. Please ask about the fee schedule, which we try to make as affordable as possible for our patients.

Do you take insurance?

Yes, we take most insurance plans and bill your visit along with any related charges to your insurance. You will still be responsible for your co-pay, deductible, and/or co-insurance. The annual fee allows us to see fewer patients so we can better serve you.

Will I be able to get labs and x-rays at your facility?

We draw blood work in house and do some tests here, but more specialized tests are sent to an outside lab which returns the results in a timely manner. Due to this set up, there are decreased fees for lab work. Your results are sent to you via our secure Elation Passport, via US Mail if preferred; or if urgent, you will be called directly. For imaging studies, we can refer you to any imaging center which is most convenient for you. We do not have in-house imaging but is within 5-25 minutes distance to a facility depending on where the study is ordered. Results are usually called to us if urgent or obtained electronically the following day.

Are you associated with any hospitals?

We work with all local hospitals which allows our patients the flexibility of choosing the best specialists at any given medical center.

Do you have Electronic Access?

Yes, we have a secure electronic patient portal (Elation Passport) which can be accessed through any computer, tablet or smartphone. This is especially convenient for individuals who are traveling as well as college students