

Atrium Health Lifestyle Medicine

What to Expect

Lifestyle Medicine helps you improve your health by focusing on the daily habits and patterns that affect how you feel.

This program is often helpful if you:

- Feel stuck or not making progress with your health
- Struggle with weight, energy, or blood sugar
- Have difficulty maintaining healthy routines
- Feel overwhelmed by stress
- Want a clear, practical plan that fits your real life

We focus on understanding what may be getting in your way—and helping you take next steps that work for you.

Getting Started

After we receive your referral, your medical records are reviewed in detail by the Lifestyle Medicine Medical Director.

Based on this review, our team will send you a message with a recommended starting point. Lifestyle Medicine offers several ways to begin, and the goal is to match you with the option that will be most helpful for you.

Most patients begin with a shared medical appointment, while others start with a 30-minute individual visit or complete a questionnaire to help clarify goals and determine next steps.

What Happens During a 30-Minute Virtual LM Visit

During your visit, your provider will:

- Understand your health history and daily routines
- Explore your goals and current challenges
- Identify habits or patterns that may be affecting your health
- Help you find simple, practical changes to start with
- Work with you to create a clear, personalized plan

The goal is not just to talk—it is to help you leave with a **clear direction and next steps**. Ongoing progress is supported through follow-up care options described below.

What Happens During a Shared Medical Appointment

Many patients begin with a shared medical appointment.

These visits are typically completed within 90 minutes and include a blend of group discussion and practical learning.

Patients share real experiences and lessons learned, which helps you recognize patterns and see what has worked for others.

During the session, you will watch, ask questions, and actively participate while we walk through specific lifestyle strategies, including cooking demonstrations, nutrition guidance, and stress management tools such as aromatherapy.

Each patient also has a brief private one-on-one check-in with the provider during the visit. This time is used to clarify your goals and guide next steps or additional Lifestyle Medicine services.

What Happens When You Begin with a Questionnaire

Some patients begin by completing a questionnaire.

The purpose of the questionnaire is to better understand your needs, goals, and daily patterns so we can offer focused support that is specific to you.

Based on your responses, we can provide practical guidance and resources tailored to your situation. This may include:

- Meal planning based on your preferences, schedule, and what you realistically enjoy eating
- Customized lists of restaurants near you with healthier options that fit your goals
- Strategies for navigating social situations, such as parties, eating out, or times when temptations are higher
- Ideas for physical activity that fit your environment, including options for weather changes or busy days
- Simple, guided cooking support using customized AI prompts to make meals easier at home
- Online cooking modules and handouts that break complex topics into clear, practical steps
- Lifestyle equipment recommendations, such as blenders, aromatherapy tools, or equipment to support physical activity

Follow-up Care

Ongoing progress and accountability come through a combination of questionnaires, shared medical appointments, and larger group events.

After completing a Lifestyle Medicine provider visit, including a shared medical appointment or virtual intake visit, you can schedule larger Lifestyle Medicine community events directly through your patient portal.

These events are held in local community settings and are designed to be engaging and interactive. They often include shared meals or food experiences, live demonstrations, and activities such as Lifestyle Medicine bingo. Members of your community may also share their experiences with lifestyle change. This setting is focused on large-group support and is intended to help you see that meaningful, lasting change is possible.

You may also visit the Lifestyle Medicine events page to explore additional educational opportunities. These include interactive sessions led by our team that offer many of the same demonstrations and practical learning experiences, without a provider visit.

These sessions are designed to be useful, engaging, and easy to attend, and are offered throughout the month at no cost to you.

This is also where you can find the Lifestyle Medicine orientation, where members of our team explain their roles and the services available within Lifestyle Medicine.

- www.atriumhealth.org/events

Some patients also choose to connect with others outside of clinical visits. The [North Carolina Wellness and Lifestyle Medicine Facebook group](#) is not Atrium Health–sponsored but may be helpful for connection and encouragement.

What We Expect From You

To get the most out of this program:

- Attend your visits or cancel two days in advance
- Review materials sent to you
- Stay engaged and apply what you learn
- Provide feedback on your experience

Missed visits are tracked across the Lifestyle Medicine Department. If you miss four appointments, we may pause scheduling until you are ready to re-engage.

Preparing For Your Visit

- Join from a quiet, private place
- Do not drive or multitask
- Plan to use video during your visit

You may include a family member or support person if helpful.

Virtual Visit Information

- Log in about 5 minutes before your appointment
- You must be physically located in North Carolina during your visit
- If video does not work, we will call you and provide an alternate link
- If we are unable to reach you, the visit will be marked as missed

Communication and Scheduling

If you need to reschedule or have questions, please contact 704-863-3700. You may also schedule or reschedule appointments through the MyAtrium Health patient portal. Providers focus on patient care during scheduled visits, so most questions are best addressed at that time.

You may receive important LM updates through:

- Portal messages and letters
- After visit summaries
- Appointment text message reminders

Costs and Insurance Considerations

Lifestyle Medicine services are billed based on the type of care provided, including preventive counseling, evaluation and management services, and group visits. Coverage and out-of-pocket costs vary by insurance plan.

For many patients, preventive visits are completed at no cost (zero-dollar out-of-pocket) when covered as part of their insurance benefits.

North Carolina Preventive Care Coverage:

- **In-person preventive visits**, including both one-on-one and group visits, are covered by most commercial insurance plans
- **Virtual one-on-one preventive visits** are covered by most plans, with some exceptions (including BCBS Federal and United Healthcare)

- **Virtual group visits** are not consistently covered by all insurance plans and may not be covered by some insurers, including BCBS, United Healthcare, and Centene Ambetter

If virtual preventive visits are not covered, one option is to attend an in-person visit at an Atrium Health location or focus care on a specific medical condition, similar to how most doctor visits are structured.

In these situations, visits may be billed as a medical visit (evaluation and management), which is more consistently covered across insurance plans, including virtual care.

For patients with Original Medicare, large group events may require an Advance Beneficiary Notice (ABN), and for Medicare Advantage plans, standard primary care copayments typically apply.

Because coverage varies by plan, we encourage you to review your benefits in advance. While we do our best to guide you based on our experience, we cannot guarantee how services will be covered.

If you have questions about billing or receive an unexpected charge, please contact our office so we can review it with you.

If cost is a concern, Atrium Health offers financial assistance and payment support for eligible patients. You can review billing options in MyAtrium Health, use Atrium Health's financial assistance resources online, or call 704-512-7171 for help. Eligibility for financial assistance is based on income and other program rules.

Medications

Lifestyle Medicine focuses mainly on behavior change and practical support.

In some cases, medication may be used in the short term to support your progress.

If ongoing medication is needed, you will follow up with your primary care provider or a specialist.

Contact Information

If you have questions about scheduling, billing, or your upcoming visit, please contact our office at 704-863-3700.

Atrium Health Lifestyle Medicine
www.atriumhealth.org/lifestylemed

Meet Your Lifestyle Medicine Providers



"I enjoy helping women feel their best during menopause, supporting families with nutrition, and guiding parents through the ups and downs of raising kids. I like to connect with people in meaningful ways and offer care that fits their real-life needs."

Sejal Desai, PA, ACLM received her master's degree at Emory University. In her free time, Desai enjoys reading, traveling, hiking with her husband and twin daughters and improving her pickleball game.



"I'm passionate about helping people with complex health issues like metabolic problems, autoimmune conditions, gut health, and hormone imbalances. I use lab testing, functional medicine, and lifestyle changes to find the root cause and help patients feel better long-term."

Gabe Rocha, PA completed his medical training at Yale University and served in the military with distinction, earning multiple commendations. Outside of work, he enjoys hiking, strength training, live music, and spending time with his wife and two children. He's active in his church and community and loves reading about health, neuroscience, and personal growth.



"I care deeply about helping people recover from food and substance addictions and supporting families as a whole. I focus on building strong relationships and creating care plans that help everyone in the family feel supported, understood, and resilient."

Andrew Nance, MD, Dip ABLM is the founder and medical director of Atrium Health's Lifestyle Medicine department. He is board certified in family medicine, addiction medicine, and lifestyle medicine. Dr. Nance is married with a daughter. Outside of work, he enjoys exercising on the greenway, gardening his favorite azaleas, and playing classical piano.