



The time is finally here! Check out what to expect from our new digital patient experience as we become AllerVie Health.

In two weeks, we will officially change our name to AllerVie Health and transition to a new digital patient experience.

Our team is thrilled to dig in and learn all the ins and outs of our new EMR system so we can better and more efficiently serve you! To ensure we set aside the proper time for our staff to train and get everything ready, we will have several temporary clinic closures along the way. Feel free to come in before or after these dates, and we will make sure you are well taken care of!

If you have any questions about these exciting changes, please feel free to call our offices directly or visit allervie.com/premier-allergist to learn more.

General Schedule for Week of July 21st, 2025

- **N. Chesterfield** – The clinic will be closed as usual on Monday, July 21. There will be a 2-hour delayed start on Tuesday, July 22; therefore, the clinic will be open to see patients at 10 AM.
- **Henrico** – The clinic will be closed as usual on Monday, July 21 and Tuesday, July 22. There will be a 2-hour delayed start on Wednesday, July 23; therefore, the clinic will be open to see patients at 10 AM.

What To Expect with the New Digital Patient Experience

We're rolling out a new system to help us better manage your care and stay connected with you. This upgrade improves how things run behind the scenes, allowing us to serve you more efficiently and effectively.

We're especially excited to introduce our new online patient portal and mobile app—designed to make managing your healthcare simpler and more convenient, anytime, anywhere. You'll be able to easily request or view appointments, pay bills through the portal, complete select forms/documents online at home, and more.

While this upgrade won't include access to your medical records or secure messaging just yet, we're looking forward to bringing you even more features in the future. This is just the beginning of a better, faster, and more connected care experience—all delivered in a secure and compliant way.

**To learn more about our patient portal, please visit allervie.com/digital-patient-experience.*

Reverify Your Insurance on File

If your last appointment was before **July 21, 2025**, you'll need to re-verify your insurance with the front desk when you come to see us next. Please remember to bring your current insurance card and a valid photo ID (such as a driver's license) with you for your next visit with us.

Reminder! Most insurance policies don't require a referral to see an allergy specialist. We'll continue to accept a comprehensive [list of insurance](#) providers, just as we always have, and don't anticipate any changes at this time.

NEW Billing Number

Our dedicated billing service allows you to call directly regarding questions about billing statements, pay bills over the phone, and set up payment plans.

All new patients and services provided **after July 21, 2025** will be coordinated through our billing team at our new phone number: **1.866.238.0278**. For the fastest resolution, please call the phone number printed on your billing statement for support. More information about this can be found at billpay.allervie.com or on your [location page on allervie.com](#).

New Way to Stay Informed About Clinic Closures (Walk-In Shot Patients)

We've heard your feedback! We'll soon be introducing a better way to keep walk-in immunotherapy patients updated about clinic closures and schedule changes. For now, visit allervie.com/premier-announcements or check your clinic's Google location listing for the latest details on hours and availability.

We Will Officially Be AllerVie Health

We're thrilled to share that we're rebranding to **AllerVie Health**! While our name is changing, our dedication to the DMV and Pennsylvania communities remains stronger than ever. With the power of this national brand behind us, we're expanding our services, increasing access to care, and bringing you the latest innovations in allergy, asthma, immunology, and clinical research. Get ready for an even better care experience—because you'll always be at the heart of everything we do.

Sincerely,

Premier Allergist
Soon to be AllerVie Health