

From: LM

Date: Fri, Oct 31, 2025 at 3:50 PM

Subject: News from ThriveMed

Dear ThriveMed family,

It is with a heavy heart that I have to report the situation at ThriveMed. Two things are happening – one joyful and one profoundly difficult.

First off, many of you know Erica has been working hard keeping things covered while I sort out my licensure situation. She is such a committed mom – she recognizes that she needs more time with her family. As such, she has elected to take a new position closer to home and with more flexibility. We will miss her terribly.

Despite my situation, we have fought hard to keep ThriveMed working at the standards that brought you here. In Wisconsin, a medical practice must be owned by a licensed medical provider. We have pursued many paths to find a way to accomplish this. With that in mind, we have decided to close the practice until there is a new owner, or my situation gets resolved. We will continue operations through November 30, 2025, with limited capacity until final closure at the end of December. I have taken every option to try to prevent this, but we must comply with the law. Also, in the name of full transparency, with my inability to provide patient care, it's unfair to you to wait longer for my full return as well as try to bring new staff into this situation. This will allow me time to resolve my situation, continue to get healthy and spend time with my family.

Please understand that the need for closure happened emergently, and we are notifying everyone in real time as things are happening. I understand this is a short timeline to find new providers. We will do our best to ensure prescriptions are filled, and Julie will continue to see emergent patients, hormone replacement/pellet patients, and aesthetics clients as long as possible. There are several new concierge and DPC clinics in the Mequon area, and I would encourage you to check them out first, as they are much closer to the type of service you receive from ThriveMed.

A follow up email with more specifics will be forthcoming shortly. Please know how much we value our relationship with you and how hard we've worked to keep things covered and compliant. We know there will be questions – all calls, texts, and emails will continue to be answered. Medications, labs, supplements and skincare are all still available. We are here and listening.

Thanks for your patience and concern as we negotiate this together.

LuAnn and the ThriveMed team