



Plus Plan

TERMS AND CONDITIONS

Updated: November 2023

These terms and conditions ("Terms") outline the agreement between you ("Member") and Ideal Health Primary Care ("Provider") regarding the Ideal Health Primary Care Monthly Membership Plan ("Membership Plan"). By enrolling in the Membership Plan, you acknowledge that you have read, understood, and agree to these Terms.

Plan Details:

A. The Ideal Health Primary Care Plan Membership offers several options:

- i. Individual Plan: Priced at \$173 per month.
- ii. Member and Spouse: Priced at \$253 per month
- iii. Member and children: Priced at \$323 per month
- iv. Family plan: Priced at 373.00 per month

B. The Membership Plan includes access to a range of medical care services provided by Ideal Health Primary Care and its vendors. This is not insurance and does not satisfy ACA minimum essential coverage.

C. The Membership Plan does not cover any additional medical services or treatments beyond what is explicitly stated in the plan documents.

D. Individuals ages 2 to 65 are eligible for Ideal Health membership, Dependents under the age of two are not eligible to enroll for Ideal Health. Dependent children are eligible for membership until the last day of their 25th year. Individuals are eligible for membership until the last day of their 64th year.

E. No walk-ins allowed. Unlimited services (including Virtual DPC/telehealth) must be accessed through Ideal Health's Patient Advocacy Line (PAL)[™] and all care is provided through our physician network. In-office appointments are only available within business hours (Monday through Friday, 7 AM to 6 PM CST). Our PAL may direct the member to another level of care if appropriate, depending on the member's condition and utilization of services. Applicable visit fees apply. After hours? Members have the option to speak to a physician virtually.

F. Well-woman pap smear pathology interpretation is not included in the annual physical. Dependent on membership type, the annual physical may only be accessible after six consecutive months of membership.

G. Telehealth and discount programs are provided through third-party organizations and are not connected to our Primary care provider. Contact your agent for more information.

H. Ideal Health does not provide specialty care outside of our partner-physician clinics. If Member currently sees a specialist for an advanced disease state, we do not recommend leaving that specialist.

Payment and Billing:

A. By enrolling in the Membership Plan, you authorize Provider to charge your credit card automatically each month.

B. All charges will be processed in the currency specified at the time of enrollment.

C. It is your responsibility to ensure that your credit card information remains up to date and valid.

Commencement:

A. The billing cycle shall commence on the 16th day of each calendar month.

B. Duration: The billing cycle shall continue for a period of one calendar month, concluding on the 15th day of the following month.

Effective date:

A. The effective date shall be on the first day of the month following the billing cycle during which the member enrolled and paid for the plan.

Cancellation Policy:

a. If you wish to cancel your Membership Plan, you must notify the Provider via email at info@getidealhealth.com.

b. To avoid being charged for the following month, cancellation requests must be received at least 30 days in advance.

c. Cancellation requests received within less than 30 days will result in a charge for the subsequent month.

d. Provider will send a confirmation email upon receipt of your cancellation request. It is your responsibility to ensure the cancellation is confirmed.

Termination or Modification by Provider:

- a. Provider reserves the right to terminate or modify the Membership Plan with prior notice to Members.
- b. In the event of termination or modification, the Provider will notify Members via email at least 30 days in advance.
- c. If Provider terminates the Membership Plan, you will not be charged for subsequent months after the termination date.
- d. Non-payment by default shall result in cancelation of the plan on the last day of the month.
- e. Member is considered in default if the member's payment method fails, and the member does not provide an alternative payment method by the close of business at the end of the billing cycle.
- f. It is the members' responsibility to contact Ideal Health to update their payment method.

Limitation of Liability:

- a. Provider shall not be liable for any indirect, incidental, special, consequential, or punitive damages arising out of the Membership Plan or its termination.
- b. Provider's liability shall be limited to the total amount paid by the Member for the Membership Plan during the three-month period immediately preceding the claim.

Governing Law:

These Terms shall be governed by and construed in accordance with the laws of the jurisdiction in which Provider operates.

Please read these Terms carefully before enrolling in the Ideal Health Primary Care Monthly Membership Plan. By enrolling, you acknowledge that you have read, understood, and agreed to these Terms.