

# ELITE+

netWell™

# MEMBER GUIDE





Dear netWell™ Member,

We are excited to welcome you into our netWell™ family and thankful you joined our innovative Health Care Sharing Ministry (HCSM). netWell™ does things differently than most HCSMs, as we believe your healthcare journey is an opportunity and privilege for us to serve you. netWell™ was founded with the passionate mindset of Serving Our Members!

There has never been a better time for individuals who share a common set of Religious and Ethical beliefs to embrace a Christian community of care, which is why this ministry is truly a blessing.

netWell™ members enjoy a modern approach to health care and wellness needs. We are committed to providing a stellar member experience during each interaction. Our coordinators are highly trained and available to answer questions, provide instructions, and help get the most out of the netWell™ membership. The Member Portal provides 24/7 online access to your member account and many resources for managing the membership.

Your journey with netWell™ is a blessing today, tomorrow, and every day. We hope to have members who will love their fellow brothers and sisters and share in each others burdens. We do this by sharing directly from member to member. We feel that God has blessed us with experience and knowledge of what matters most to the member, and we hope that you will also believe that netWell™ is a membership that goes above and beyond.

Blessings,

The netWell™ Team



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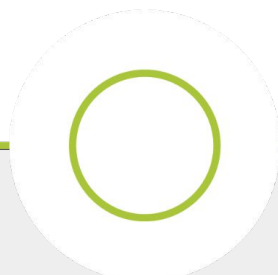
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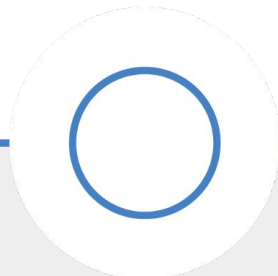
# netWell™'s Mission & Belief Statements

## Our Mission

To exemplify God's commandment of LOVING our fellow brothers and sisters (1 John 4:21) by sharing in each other's needs (Galatians 6:2) within a spirited and modern Health Care Sharing Ministry.



"And he has given us this command: Anyone who loves God must also love their brother and sister."  
~1 John 4:21, NIV



"Carry each other's burdens, and in this way you will fulfill the law of Christ."  
~Galatians 6:2 NIV





# Our Statement Of Religious and Ethical Beliefs

## **We believe in the God of the Bible and the power of Prayer**



“Do not be anxious about anything, but in every situation, by prayer and petition, with thanksgiving, present your requests to God.”

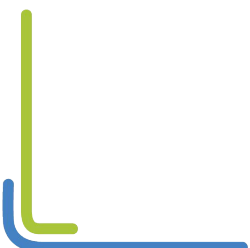
~Philippians 4:6, NIV

## **We believe it is our Duty to Love and Accept one another.**



“A new command I give you: Love one another. As I have loved you, so you must love one another.”

~John 13:34, NIV





**We believe it is our obligation to God and our fellow members to Live a healthy lifestyle which avoids habits and behaviors that are harmful to the body.**



“So whether you eat or drink or whatever you do, do it all for the glory of God.”

~ 1 Corinthians 10:31, NIV

**Our ethical and moral responsibility is to carry each other's Burdens**



“Carry each other's burdens, and you will fulfill the law of Christ.”

~ Galatians 6:2, NIV





# Enrollment Provisions

## Authorizations

As a member of netWell™, you are authorized the following upon enrollment:



Your first voluntary Monthly Commitment Contribution (MCC) to be processed immediately upon completion of your enrollment or on a specified date prior to your Effective Date.



netWell™ or its designee to collect a voluntary MCC as a recurring monthly transaction until you request otherwise, or your membership is canceled.



netWell™ to contact providers to obtain your medical records, and the medical records of all participants on the application with appropriate HIPAA authorizations.

Upon receiving an eligible Request for Sharing from a member or provider, netWell™ will assign the Request for Sharing for sharing in accordance with the Membership Guidelines, less the amount required to be pre-shared, which is the Member Commitment Portion (MCP). Voluntary membership contributions are received monthly from each member. Up to 40% of membership contributions may be applied towards administration of the Health Care Sharing Ministry, charitable causes, and general overhead costs. This does not include third-party contracts and distribution compensation.

In any given month, the available sharing funds may or may not equal the amount of eligible expenses submitted for sharing. If eligible expenses exceed the available sharing funds to meet those needs, any of the following actions may be taken:



A pro-rata sharing of eligibility expenses may be initiated, whereby the members share a percentage of eligible medical expenses within that month and hold back the balance of those expenses to be share the following month, or



The monthly member contribution may be increased in sufficient proportion to satisfy the eligible expenses. This action may be undertaken temporarily or on an ongoing basis. Administrative costs are subject to change by netWell™.



## **Member Enrollment Request**

Each membership will complete an honest and accurate medical history review for all individuals enrolling in the netWell™ membership. Any initial waiting periods, member limitations, or additional contributions will be disclosed during the enrollment process. The member enrollment request will include the Member Enrollment Signature Documents, the Enrollment Request Fee, and the Enrollment Charitable Donation. If any inaccurate information is given, the member will be responsible for the applicable share requests, including but not limited to additional fees such as nicotine relation or termination of the program.

## **Member Enrollment Signature Documents**

Each membership must acknowledge and agree to initial and sign the Member Acknowledgment Agreement, Limited Power of Attorney, Consent Form, Authorization for Release of Protected Health Information (HIPAA), and Privacy Policy as part of the enrollment process to submit a complete Member Enrollment Request.

## **Member Transaction Disclosures**

Each monthly Membership Commitment Contribution (MCC) transaction using a credit/debit card is subject to a 3% transactional fee. There is no fee associated with using an ACH transaction.

## **Enrollment Charitable Donation**

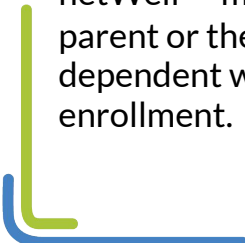
Each membership donates an amount designated by netWell™ at enrollment to support charitable organizations associated with netWell™ and its initiatives. This helps fulfill netWell™'s mission to exemplify God's commandment of loving our fellow brothers and sisters.

## **Enrollment Request Fee**

Each membership will submit an amount designated by netWell™ at the date of enrollment which will be used to facilitate a review of the Member Enrollment Request.

## **Dependent Only Membership**

netWell™ memberships are available for dependent children only with the authorization of a parent or the legal guardian. The parent/guardian will be listed as primary contact, but the oldest dependent will be listed as the key member. Dependents must be at least one year of age before enrollment.



# Member Financial Accountability

## Monthly Charitable Donation

The funds are voluntarily submitted monthly to help support charitable organizations and their initiatives.

## Monthly Commitment Contribution (MCC)

The funds are voluntarily submitted monthly to allow the sharing of eligible medical requests amongst the members. The member's Monthly Commitment Contribution (MCC) is based on the membership option selected by the member.

## Monthly Membership Fee

The Monthly Membership Fee is included with the Monthly Commitment Contribution (MCC) submitted for participation in the membership instead of an annual renewal fee. Failure to submit the Monthly Commitment Contribution (MCC) for two billing cycles will result in membership termination. See page 39.

## Additional Commitment Contributions

For families of 6 or more, there is a \$50 additional Monthly Commitment Contribution per dependent.

## Additional Nicotine & Tobacco Product Contribution

Any member who uses tobacco and nicotine products, including but not limited to e-cigarettes, vaping devices, cigars, chewing tobacco or pouches will have an additional \$40 Monthly Commitment Contribution (MCC) per member. Not disclosing nicotine and tobacco usage could result in future medical expenses becoming ineligible for sharing. The \$40 fee will be removed with proof of smoking cessation after 90 days.

## Oldest Member's Age Change

Monthly Commitment Contributions (MCC) will increase on the next contribution cycle when the oldest member of the household enters a new age band. Age Bands are 18-29, 30-39, 40-49, 50-59, 60-64.



## **Oldest Member's Residence**

Your Monthly Commitment Contribution (MCC) may increase or decrease in accordance with a change in the oldest member's residence. Your Monthly Commitment Contribution, is based upon the oldest member's residence and will be reflected on your next Monthly Commitment Contribution.

## **Refunds**

A new member may cancel their membership for any reason within the first ten (10) days following the effective date of their membership and shall be entitled to a full refund of all amounts paid, excluding the non-refundable one-time Enrollment Request Fee and Charitable Donation. No refund shall be issued if a Request for Sharing has been submitted and deemed eligible for sharing on behalf of the member during this period.

## **Aging-Up Process**

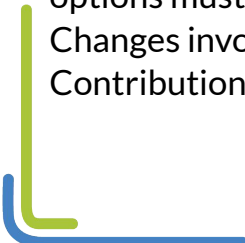
A dependent reaching the age of 27, enrolled in their parent's netWell™ membership, must enroll in their own membership. All limitations, waiting periods, and effective dates will be rolled forward to the new membership. Disabled dependents over 27 who continue to be financially dependent on the Primary Member are eligible to continue on the membership as a dependent. Proof of disability and dependency is required within 30 days following the dependent reaching the age of 27.

## **Dependent-Only Memberships**

Dependent children eligible for enrollment must be between the ages of one (1) year and twenty-seven (27) years, and a legal guardian must be present at the time of enrollment. Memberships for dependent children within this age range shall be priced according to the 18 to 29-year-old age band.

## **Membership Changes**

A member is permitted to modify their membership options once per membership year. Any such modification must be requested through the member portal. Requests for changes to membership options must be submitted at least thirty (30) days prior to the desired implementation date. Changes involving dependents shall become effective as of the next Monthly Commitment Contribution (MCC).



# Using Your Membership

## Initial Waiting Period

All memberships are subject to an initial ninety (90) day waiting period, during which time the membership will not share in any medical requests, except in cases of acute illness, injury, or conditions deemed life-threatening or life-altering. The ninety (90) day waiting period shall commence on the member's effective date of membership. Requests for Sharing falling outside of the specified exceptions will only be eligible for sharing after the expiration of this waiting period.

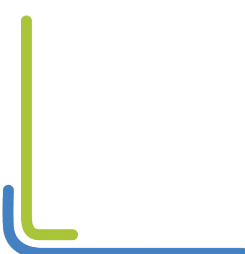
## Pre-Existing Conditions

Any injury, illness, or medical condition for which the member has, at any time during the twenty-four (24) months prior to the effective date of membership, received a medical diagnosis, sought or obtained medical advice or treatment, undergone diagnostic services, been prescribed medications, or exhibited signs or symptoms, shall be deemed a pre-existing condition. Such pre-existing conditions shall be ineligible for sharing for a minimum period of twenty-four (24) months following the member's effective date. However, pre-existing condition exclusions shall not apply to the sharing eligibility for maintenance office visits.



## Member Limitations

Any injury, illness, or medical condition diagnosed, symptomatic, or treated prior to the member's effective date shall not be eligible for sharing under the provisions of the Membership Guidelines for the specified membership. Member limitations are determined based on the nature of the medical condition(s) and may range from two (2) years, four (4) years, or be subject to lifetime exclusion. The member may be required to execute a HIPAA-compliant authorization form, permitting netWell™ to obtain medical records and reports from healthcare providers for the purpose of determining applicable limitations or reviewing Requests for Sharing. Any medical conditions not explicitly listed will be reviewed, and the applicable limitations will be communicated to the member.



## Services Requiring Pre-Authorization

Not all services are eligible for sharing under all membership options. Non-emergent services require pre-authorization prior to scheduling in order to be eligible for sharing. Pre-authorization must be obtained in accordance with the Membership Guidelines and any failure to secure such pre-authorization may result in the denial of sharing for those services. It is the responsibility of the member to ensure that pre-authorization is granted before proceeding with the scheduling of non-emergent services.

Advanced Imaging	Physical Therapy
Cardiac Rehabilitation	Prosthesis
Cataracts/Glaucoma/Vitrectomy	Sleep Studies
Home Health Care	Speech Therapy
Non-Hospital Admissions	
Occupational Therapy	

Pre-Authorization is required for all inpatient/outpatient hospital stays and outpatient surgical procedures. Requests must be initiated by the Physician requesting services. In emergencies, the physician has 72 hours to request a retro Pre-Authorization for eligibility consideration. All requests must be submitted directly to netWell™ by fax at (770) 783-0174. Please allow 7 to 10 business days for processing of Pre- Authorization requests. Emergent requests shall be accepted, provided they are clearly designated as such by the provider. Such requests are subject to a utilization review process, which shall require two (2) to three (3) business days for completion. The utilization review shall include a retrospective evaluation of the member's medical records for a period of up to two (2) years preceding the request. Final determinations regarding the emergent request shall be communicated to the provider via facsimile.

# Submitting a Request For Sharing

If a medical provider does not or will not submit a eligible Request for Sharing directly to netWell™ members will need to pay for their medical services at the time of service and submit the appropriate paperwork to have their Requests for Sharing considered by the membership.

Members must submit the following within 90 days of the date of service:

1

A HCFA form obtained at time of service from the medical provider or facility. The form must include:

Date of service

All relevant 5-digit Current Procedural Terminology (CPT) codes and the charges for each code  
All relevant ICD-10 codes (diagnosis codes for the visit)  
Any discounts issued by the medical provider or facility

2

This form must also include provider, and/or facility information including:

Tax Identification Numbers (TIN)

National Provider Identification Numbers (NPI)

Proof of payment for the visit from the member. This must be a credit card receipt, a copy of the canceled check (front and back), or cash receipt from the provider or facility listed on the bill. The paid amount must zero out the bill. Payment arrangements or installment funding will not be considered an acceptable form of payment.

Please ensure your documents are legible and include all information. Failure to include all required information may result in a delay in processing your request for reimbursement. A self-pay adjustment option is available if you are paying at the time of service. Any adjustments are required and should be included as a separate line item.





Excess charges deemed unreasonable are not eligible for sharing. We reserve the right on behalf of the members to determine what is reasonable.

Request for Sharing received more than 90 days after the date of service will be processed as ineligible for sharing by the membership. Requests for Sharing that do not include the above information will result in netWell™ pending your Request for Sharing for additional information. This information must be received within 30 days of the date of disposition (Explanation of Sharing) to be considered eligible for sharing by the membership.

### **Submitting a Request for Sharing from a Provider**

Medical providers and facilities must submit all Requests for Sharing in electronic filing format using the EDI number, provided on your member ID card.

If electronic filing is not an option, medical providers or facilities can submit Requests for Sharing by fax, email, or mail using the appropriate options listed on your member ID card.

If a medical provider or facility does not directly submit Requests for Sharing to netWell™ members should review Submitting a Request for Sharing from a Member.





## Timely Filing Submission

Request for Sharing must be received within 90 days of the date of service to be considered eligible by the membership. Requests received after 90 days will be processed as ineligible.

All Requests for Sharing pended for additional information (e.g., medical records) must be received within 30 days. If the requested information is not received within 30 days, the Requests for Sharing will be processed as ineligible by the membership. If the provider disagrees with the processing of your Request or Sharing not being received timely, the provider must submit proof of timely filing within 30 days of the Explanation of Sharing (EOS). Only electronic filing reports will be considered as proof of timely filing.

It is the member's responsibility to read all Explanations of Sharing (EOS) and follow up with their provider when additional information is requested.



## Member Reimbursement Requests

Members may request reimbursement for services deemed eligible for sharing by NetWell™, provided that the healthcare provider does not accept NetWell™ directly and requires payment from the Member at the time of service. Members may also request a self-pay adjustment in such cases. To qualify for reimbursement, the Member must upload all necessary supporting documentation to their Member Portal.

Reimbursements that pertain to PCP, Specialist, or Urgent care visits, netWell™ will only reimburse the member up to a maximum of \$350.00 per visit, as defined in netWell™'s Membership Guidelines.

Reimbursements that pertain to a service requiring Pre-Authorization must have a Pre-Authorization request on file and meet all eligibility requirements for sharing. If the member pays total bill charges with no adjustment, netWell™ will only reimburse the member up to 45% of the total charges paid.

\*Please Note: netWell™ is not responsible for past-due or balance-billed charges, as outlined in its Membership Guidelines.



## netWell™ Network

netWell™ provides members with national network access for medical needs, including hospital, surgical, emergency room, urgent care clinics, primary care physicians, and specialists. Members can access a list of providers and facilities at <https://www.netwell.com/provider-search/> to assist in locating a medical provider or facility. Members should use providers and facilities that are in-Network whenever possible. Out-of-network providers and facilities may bill the members for the difference between the billed charges and the membership Maximum Reasonable Guideline (membership-allowed amount), which can result in increased member-sharing responsibility.





## Balance Billing

If a medical provider or facility submits a Request for Sharing but will not accept the netWell™ network discount and bills the member the remaining balance, the member may submit the balance bill to [sharing@netwell.com](mailto:sharing@netwell.com).

A netWell™ coordinator will assist with the first balance bill on the member's behalf to get the medical provider to accept the network discount or negotiate a reduction of the balance bill to obtain the provider's discount. Additional balance bill situations will be the member's responsibility.

Balance billed office visits will only be shared up to the \$350 maximum sharing limit. Any balance bill remaining over the maximum sharing limit will remain the member's responsibility and will not be applied to the Member Commitment Portion (MCP).





## Eligible for Sharing

All eligible medical requests will be shared up to the maximum limit for that medical service or up to the maximum sharing limit per program year once the Member Commitment Portion (MCP) has been met. A member's MCP is based on the membership option selected by the member.

### **Adoption**

netWell™ offers members assistance in the adoption process by sharing up to \$5,000 on behalf of the membership. To be eligible for sharing, netWell™ members must meet the provisions of the Membership Guidelines.

Adoptions do not have a Member Commitment Portion (MCP). However members must have a combined, active membership for 24 months prior to the adoption being finalized to be eligible for sharing. The child(ren) being adopted may not be related to the member, spouse, or dependent by blood or marriage.

The member's adopted child may enroll in the netWell™ membership by completing a Member Enrollment Request.

netWell™ strongly believes in the power of love and how it impacts the lives of children with special needs. netWell™ will offer an additional \$3,000 for the adoption assistance of a child with special needs, for a maximum of \$8,000 shared on the member's behalf.



## Alternative Care

Subject to the initial 90-day waiting period from the member's effective date.

Non-experimental treatment such as acupuncture, holistic, homeopathic, or naturopathic treatments may provide care that is less invasive and more cost-efficient.

Members are allowed up to 6 visits per member per membership year. These visits are counted as part of their combined PCP, specialist, and urgent care visits.

A MD-accredited healthcare provider must perform services. A visit fee of \$35 will apply. The membership will share up to \$350 per eligible visit.

Shared at 100% of the allowed amount once the Member Commitment Portion (MCP) has been met.

## Ambulance

Medical transportation by ground, air, or water for eligible emergency services to the nearest medical facility or medical transportation between two medical facilities

Shared to up \$15,000 per incident, once the Member Commitment Portion (MCP) has been met.

## Cancer

Pre-Authorization is required for any cancer services to be eligible for sharing by the membership.

Eligible cancer medical requests will be shared up to \$250,000 during the first membership year, and up to \$500,000 during the second membership year. Eligible cancer medical requests will be shared up to the yearly maximum sharing limit during 3rd membership year and beyond.

Prior medical history and medical records will be required for any new cancer diagnosis.

Cancer diagnosed before enrollment in netWell™ will not be eligible for sharing for the lifetime of the netWell™ Membership.

Member Commitment Portion (MCP) applies.



### **Cataracts, Glaucoma and Vitrectomy**

Subject to an initial 365-day waiting period from the member's effective date. Pre-authorization is required for any cataracts, glaucoma, and vitrectomy services, including diagnostic testing, treatment, or surgery to be considered eligible for sharing by the membership. Shared at 100% of the allowed amount once the Member Commitment Portion (MCP) has been met.

### **Chiropractic Care**

Subject to an initial 90-day waiting period from the member's effective date. Members are allowed up to 6 visits per membership year.

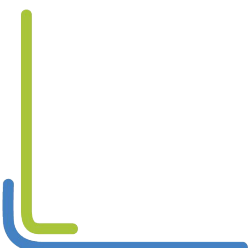
Services will be shared up to the maximum amount of \$30.00 per chiropractic visit and will not be applied to office visits.

Shared at 100% of the allowed amount once the Member Commitment Portion (MCP) has been met.

### **Emergency Room Use**

The emergency room is only for emergency, life-threatening, or life-altering medical issues. Non-emergency medical requests will be considered ineligible for sharing by the membership if the member's treatment could have been handled by a primary care physician, specialist, or urgent care. Procedure codes, medical codes, and medical records will be used to make this determination. Unlimited telemedicine is available 24/7.

A medical emergency is an acute injury or illness that poses an immediate risk to a member's life or long-term health. It is sometimes referred to as a situation risking "life or limb." If not medically treated immediately, it could cause death, disability, or serious harm to the member.







### **Emergency Room Use Continued:**

netWell™ requires all medical records for an emergency room visit to determine if a Request for Sharing is eligible. Failure to provide the medical records needed for determination may result in an ineligible Request for Sharing. Member's symptoms and diagnosis will be reviewed along with the Request for Sharing received on the member's behalf. If follow-up care is needed, the member must follow up with their primary care physician, specialist, or urgent care.

Emergency room visits due to failure to follow medical treatment or advice will be considered ineligible for sharing by the membership.

All members have a \$500 ER Visit Fee, and all eligible ER visits are shared at 100% of the allowed amount up to the \$7,500 maximum sharing limit.





### **Imaging**

Subject to an initial 90-day waiting period from the member's effective date. Pre-authorization is required for advanced imaging to be considered eligible for sharing by the membership.

If the services are part of a primary care physician, specialist, or urgent care, the services will be shared up to the maximum sharing limit of \$350.

Shared at 100% of the allowed amount once the Member Commitment Portion (MCP) has been met.

### **Inpatient Hospitalization**

Subject to an initial 90-day waiting period from the member's effective date, except in the case of an eligible acute injury, life-threatening, or life-altering illness. (e.g. emergency)

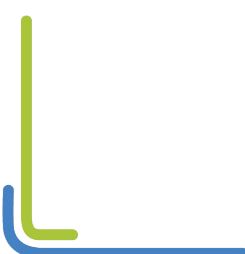
Pre-authorization is required for any inpatient hospitalization services to be considered eligible for sharing by the membership.

Shared at 100% of the allowed amount once the Member Commitment Portion (MCP) has been met.

### **Laboratory Services**

Subject to an initial 90-day waiting period from the member's effective date. If services are part of a primary care physician, specialist, or urgent care visit Requests for Sharing will be processed up to the maximum sharing limit of \$350.

Shared at 100% of the allowed amount once the Member Commitment Portion (MCP) has been met.





## Maternity

An active female member may be eligible for maternity sharing when she meets the following maternity provisions:

Female members have been active on a combined membership for six(6) consecutive months before her conception date. \*Please note: Eligibility requirements are based on a written confirmation from the provider confirming the conception date is within membership guidelines and limitations. No Membership Commitment Portion (MCP) will apply to Maternity Sharing. The maximum sharing limit for maternity is up to \$15,000, including multiple births, (ex., twins and triplets.)

Proof of pregnancy is required to be considered eligible for sharing.

If the member does not meet the maternity provisions any Maternity Requests for Sharing will be ineligible for sharing by the membership.

No Membership Commitment Portion (MCP) will apply. This is a global bill, and maternity office visits will not be included in the office visit count.

Any Requests for Sharing for an eligible maternity diagnosis from conception through delivery and hospitalization for the mother and newborn will be applied towards the maternity maximum sharing limit.

All expecting mothers must be tested for Group B Strep (GBS). Complications to the mother or newborn arising from Group B Strep (GBS) will make any Requests for Sharing ineligible for sharing by the membership. A previous negative test for Group B Strep from a past delivery will not count as a negative test for the present maternity. Request for Sharing of an eligible maternity that results in a miscarriage will be subject to the maternity maximum sharing limit.





### **Maternity Continued**

Requests for Sharing of an ineligible maternity or complications from an ineligible maternity will result in all medical requests being ineligible for sharing by the membership.

Life-threatening complications for the mother or the newborn are eligible for sharing up to \$100,000 combined on an eligible maternity.

Life-threatening complications threaten the life of the mother, unborn child, or newborn that require care or services not generally rendered during pregnancy or delivery. netWell™ reserves the right to review medical records to determine how the maternity Request for Sharing will be shared.

netWell™ appreciates the rights of the mother to choose a licensed midwife for the delivery of her newborn or to choose a natural home delivery but is still subject to Group B Strep testing requirements.

### **Mental Health**

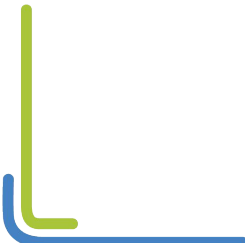
Subject to an initial 90-day waiting period from the member's effective date. Eight(8) mental health visits are shareable with your counselor or therapist per family. Shareable up to \$40.00 per visit with no visit fee or Member Commitment Portion (MCP)

### **Newborn**

An eligible newborn may be added to the membership as of their date of birth. Members must contact netWell™ within the first thirty(30) days of birth requesting to add the newborn. For an eligible maternity, newborn office visits, and immunizations are available immediately. Requests for Sharing for an eligible newborn are reviewed under maternity provisions.

### **Ineligible Newborn**

If a newborn is born under an ineligible maternity, the member must complete a Membership Enrollment Request to add their newborn. This may be completed any time after the newborn is thirty(30) days of age. The newborn is subject to any pre-existing or membership limitations per the Member Enrollment Request. Requests for Sharing for an ineligible newborn will be processed as ineligible for sharing by the membership.





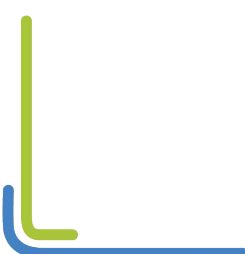
## **Non-Hospital Admissions**

Subject to an initial 90-day waiting period from the member's effective date. Inpatient admission to long-term acute care, hospice care, rehabilitation facility, or skilled nursing facility is eligible for sharing by the membership for up to 15 days if ordered by a licensed medical professional.

Pre-authorization is required for any non-hospital admissions services to be considered eligible for sharing by the membership.

A licensed medical professional must perform the requested services for the ordered services to be considered eligible for sharing.

Shared at 100% up to the allowed amount once the Member Commitment Portion (MCP) has been met





## **Organ Transplants**

Subject to an initial 24-month waiting period from the member's effective date Organ transplants will be shared at 100% of the allowed amount, up to the maximum sharing limit of \$150,000 per member, per lifetime, once the Member Commitment Portion (MCP) has been met.

Sharing for organ transplants will include any expenses associated with the transplant procedure.

Pre-Authorization is required for organ transplant services to be considered eligible for sharing by the membership.

## **Outpatient Care, Therapy, and Rehabilitation**

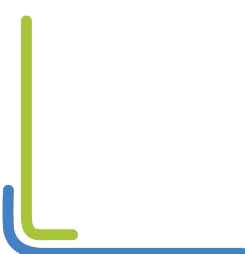
Initial 90-day waiting period from the member's effective date. Home health care, cardiac rehabilitation, and occupational, physical, or speech therapy may be eligible for sharing by the membership if the treatment is related to an eligible surgery, accidental injury, or in lieu of an upcoming surgery.

Treatments will be limited to a combined 20 visits per member, per membership Year.

Treatment must be provided by a licensed medical professional.

Pre-authorization is required for any outpatient care, therapy, and rehabilitation services to be considered eligible for sharing by the membership.

Shared at 100% of the allowed amount, once the Member Commitment Portion (MCP) has been met.



# Preventive Screening

Initial 90-day waiting period from the member's effective date

No Member Commitment Portion (MCP) applies

Eligible for sharing up to \$1,500 per member, per program year

## Adult Preventive Services

- A1C diabetes Screening
- Anemia Screening
- Bacteriuria Screening
- Blood Pressure Screening
- BRCA Counseling
- Breast Feeding Counseling
- Cholesterol Screening
- Colorectal Cancer Screening
- DEXA/Bone Scan
- Domestic Violence Screening
- Folic Acid
- Hepatitis B Screening
- Hepatitis C Screening
- HIV Screening
- Tobacco Cessation Counseling
- Mammography
- Pap Smear
- Prostate Exam
- PSA

## Child Preventive Services

- A1C Diabetes Screening
- Anemia Screening
- Autism Screening
- Behavior Assessment
- Depression Screening
- Dyslipidemia Screening
- Hematocrit Screening
- HIV Screening
- HPV Screening
- Iron Screening
- Lead Screening
- Obesity Counseling
- Phenylketonuria Screening
- Tuberculin Screening
- Vision Screening (Lazy Eye)



### **Primary Care Physician, Specialist, Urgent Care**

Subject to an initial 90-day waiting period from the member's effective date applies.  
(Exception of pediatric immunizations)

Up to nine(9) combined visits for primary care physician, specialist, or urgent are visits per member per membership year.

A visit fee of \$35 for a primary care physician visit will apply.

A visit fee of \$55 for a specialist or urgent care visit will apply.

The membership will share up to \$350 per eligible visit.

Neither pre-existing conditions nor member limitations will apply to primary care physicians, specialists, and urgent care visits. Additional services related to Limitations or Pre-existing conditions will be ineligible for sharing by the membership.

Any medical requests received from a primary care physician, specialist, or urgent care visits after nine(9) visits have been exhausted will be processed as ineligible for sharing by the membership.

### **Prosthesis**

Subject to an initial 90-day waiting period from the member's effective date and must be a result of an eligible accidental injury.

Pre-authorization is required for any services outside of an office visit that relate to prosthesis.

Shared up to \$3,000 per member, per membership year, once the Member Commitment Portion (MCP) has been met.







## **Sleep Studies**

Subject to an initial 365 day waiting period.

Overnight sleep studies are limited to a single night study that must be performed in a licensed medical facility.

Pre-Authorization is required for any sleep study services to be considered eligible for sharing by the membership.

Shared at 100% of the allowed amount, once the Member Commitment Portion (MCP) has been met.

Limit one overnight study per member, per membership year.

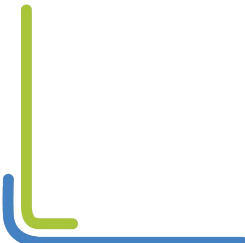
## **Surgery**

Subject to an initial 90-day waiting period from the member's effective date.

Pre-Authorization is required for any surgery-related services outside of an office visit. In certain unforeseen circumstances, an immediate need for surgery due to an emergency may arise. A medical emergency is an acute accident, illness, or injury that poses an immediate risk to a member's life or long-term overall health and, if not treated immediately, could cause death, disability, or severe harm to a member. In this case, pre-authorization would not be required.

Additional surgeries may be eligible for sharing 24 months after the first surgery unless approved as part of the original treatment plan or within 15 days for any medical complications from the initial surgery.

Shared at 100% of the allowed amount once the Member Commitment Portion (MCP) has been met.





## Ineligible for Sharing

Abortion not related to a life-threatening condition of mother

Allergy Testing or Immunotherapy Treatment

Bariatric Surgery

Behavioral Health

Breast augmentation, implant, or reduction

Dental services and procedures

Durable Medical Equipment

Elective Cosmetic Surgery

Experimental Procedures, Treatments, and Drugs Not Approved or Recognized by the American Medical Association (AMA) or the US Food and Drug Administration (FDA); procedures, treatments, and drugs, not approved for a given application; treatments and drugs still in clinical trials; and procedures, treatments, and drugs that are classified as experimental, investigational or unproven interventions and therapies

Female or male Elective Sterilization or Reversal

Female or male Hormone Therapy

Gender Dysphoria





Genetic Testing

Home Infusion Services

Ineligible Newborn

Injury or illness as a result of active or reserve Military Duty

Injury or illness as a result of an Act of War

Injury or illness as a result of any Substance Abuse that results in a medical request, regardless if prescribed by a licensed medical provider, including any drugs, fumes, gas, narcotic, or poison

Injury or illness as a result of committing or attempting to commit any Illegal Act (e.g. misdemeanor or felony)

Injury or illness as a result of Congenital Birth Defects. See Maternity Care

Injury or illness as a result of Medical Non-Compliance for failure to follow a physician's recommended treatment plan or advice

Injury or illness as a result of participation in a Civil Disturbance

Injury or illness as a result of participation in Extreme Activities; participation includes but is not limited to boxing, bungee jumping, fighting, free climbing, cliff diving, extreme skiing, hang gliding, martial arts, parachuting, para gliding, parasailing, rock climbing, or wing suit

Medical Requests are received after 90 days from the date of service.

Medical Tourism





Pre-existing Cancer

Pre-existing medical conditions for 24 months prior to the member's effective date

Preventive services not listed as eligible for sharing under preventive services

Private duty care

Routine hearing tests and hearing aids

Routine vision tests and procedures

Services associated with Any Form of Birth Control

Services associated with Fertility Testing or Treatment

Services incurred as a result of an Ineligible Requests for Sharing, including those for which a pre-existing or a membership limitation applies

Self-Inflicted Injury

Sexual Dysfunction Services

Sexual Transformation Services

Temporomandibular Joint Disorder (TMJ Syndrome)

Tobacco/ Nicotine Use

Treatment or Care Received or Ordered by an Immediate Family Member or Relative, including family members related by blood, marriage, or adoption

Weight Management





**Additional non-medical expenses received separately on behalf of the member:**

Administration fees

Missed appointment fees

After-hour fees

Shipping and handling fees

Conveyance fees

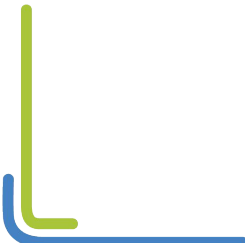
STAT fees

Finance charges or currency exchange fees

Telephone or email consultation fees outside of the telemedicine visit

Medical record retrieval fees

The membership reserves the right to review the member's medical records to determine eligibility of Request for Sharing. If at any time it is discovered that a member failed to provide an accurate medical history, the membership reserves the right to terminate, request new signatures, assign limitations, and process the Request for Sharing as ineligible for sharing.



# Modifications to Your Membership

## **Adding a Dependent**

A member may choose to add a dependent at any time. The dependent must meet the provisions of the Member Enrollment Request. The new dependent's initial waiting periods and member limitations would start from the membership's next Effective Date. The member will need to login to their Member Portal, to submit a completed Member Enrollment Request for the new dependent, and sign an updated e-signature. All other member's initial waiting periods or member limitations are not affected by the new dependent's effective date. The addition of a new dependent may increase the member's Monthly Commitment Contribution.

## **Removal of Dependent**

A member may choose to remove a dependent at any time. The member will need to login to the membership's Member Portal to complete a request, as well as sign an updated e-signature to remove a dependent. The cancellation will take effect as of the next draft date. The removal of a dependent may decrease the member's Monthly Commitment Contribution.

## Membership Cancellation

**Cancellation per member:** If a member chooses to cancel their membership, a member must submit a written notice to netWell™ 72 hours prior to the member's next Monthly Commitment Contribution (MCC). The membership will become inactive as of the last day of their cancellation request or the last day of a member's current month. Canceling your netWell™ membership does not meet the criteria for a Qualifying Life Event (QLE) under the Special Enrollment eligibility for the Affordable Care Act. Cancellation requests may be sent to: [cancellation@netwell.com](mailto:cancellation@netwell.com).

**Cancellation per netWell™:** netWell™ membership will be canceled if the member's Monthly Commitment Contribution (MCC) is not submitted for more than two months without a successful Monthly Commitment Contribution (MCC). The cancellation date will be the last day of the month that a member's Monthly Commitment Contribution (MCC) was submitted. This date will be considered the date the membership became inactive, and any Request for Sharing incurred before the member's inactive date will be processed for sharing per the Membership Guidelines. If a member's Monthly Commitment Contribution (MCC) fails, the membership is put on hold, during which time, Requests for Sharing will not be processed until a successful Monthly Commitment Contribution (MCC) has been submitted.

## Member Termination

netWell™ reserves the right to terminate memberships at any time due to the following: not abiding by Membership Guidelines, failure to disclose medical history (both verbal and written), falsification of documents, (including but not limited to release forms, medical records, and explanation of sharing documents), threats to netWell™ employees, abusive language, and failure to follow Statement of Religious Beliefs and Ethical Beliefs. Any Requests for Sharing received after termination will not be considered for sharing and will be the member's financial responsibility.

## Coordination of Sharing

netWell™ facilitates the sharing of eligible requests for sharing only after any other responsible parties have paid on the member's behalf. If another party is allegedly accountable or liable for a request for sharing, netWell™ may wait to share any eligible requests for sharing until that party has paid in full. The following Coordination of Sharing provisions apply:

Suppose a member has an insurance policy (regardless of self, partial, or fully insured) in addition to participating in the netWell™ membership. The member must submit all requests for sharing to other payers before submitting them to netWell™ for consideration. Once any other responsible party has processed their decision, the member may submit to netWell™ any requests for sharing for an eligibility determination under the Membership Guidelines. Proof of the decision from the other payer is required when submitting the member's requests for sharing and a copy of all Explanation of Benefits (EOB). If an Explanation of Benefits (EOB) is not provided, the request for sharing will not be considered for an eligibility determination but will be processed as ineligible for sharing by the membership. The member's eligible request for sharing will be reduced by the amount received from any other responsible party.

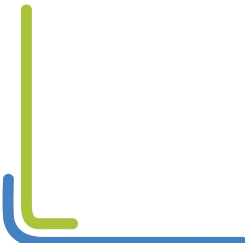
If a member participates in more than one Health Care Sharing Ministry (HCSM), the member should only submit requests for sharing to one HCSM at a time. The HCSM, the member who has participated the longest, will be considered the primary entity responsible for processing the request for sharing for eligibility determination. Should there be any unshared amounts, the member can submit those to the secondary HCSM for an eligibility determination. The member must provide copies of all Explanations of Sharing (EOS) from the first HCSM to be considered under the netWell™ membership.





If netWell™ shares an eligible request for sharing for which a third party is wholly or partially responsible or liable, the member agrees to reimburse netWell™ for all such eligible request for sharing shared when the responsible third-party pays the member for any part of the eligible request for sharing. These amounts will not exceed the amount shared by netWell™ on behalf of the members. Examples of third-party liability include, but are not limited to, commercial or private liability insurance due to injury on another's property (including school accident insurance); motor vehicle insurance (your insurer if you are at fault or both insurers if another is at fault), or if a responsible negligent party can be held accountable via a civil action. This provision applies even if payment to the member by a responsible third party is delayed for any reason, including legal action on the part of the member to recover damages.

**Other Available Assistance:** If another organization is willing or potentially responsible for covering any portion of an eligible request for sharing and the member declines this assistance, that portion will not be considered for sharing by netWell™. Additionally, any funds raised through crowdfunding for an eligible request for sharing must be reported to netWell™ and applied toward the eligible amount that is outlined in the Membership Guidelines thereby reducing the shareable amount.



## Appeal Review Process

1

**Call netWell™:** Many concerns or questions may be resolved by calling netWell™ directly. netWell™ strives to provide excellent member service, and member satisfaction. A member must attempt to resolve the issue with netWell™ before submitting a appeal. netWell™ can be reached at 1-866-NETWELL (1-866-638-9355).

2

**Written Dispute:** A member has 30 days from the date of disposition to submit a request for an appeal. Disputes may be submitted in the following two ways: By submitting a Request for Appeal by email to [appeals@netwell.com](mailto:appeals@netwell.com) By mailing a Request for Appeal to:

netWell™  
12117 Bee Cave Rd.  
Building 1, Ste. 202  
Austin, TX 78738

Any other method of communication will not be considered for purposes of the appeal process. netWell™ will confirm receipt of your appeal after submission. If more information is needed, a member of the netWell™ team will notify you. If your Request for Appeal is related to a service, you have not yet received (A denial of pre-authorization), you will receive a response within 30 days of an accepted Request for Appeal. If your dispute is related to a service you have already received, you will receive a response within 30 business days after your Request for Appeal is accepted. netWell™ is a charitable organization and will not consider any Better Business Bureau complaint as an Appeal.

# Member Acknowledgements

As a member of netWell™, at the time of enrollment, YOU acknowledged and agreed to (by signature) the Member Acknowledgment Agreement, the Statement of Religious and Ethical Beliefs, and the provisions of the Membership Guidelines.

The Primary Member must approve and ensure that all active dependents participating in the netWell™ Membership abide by and agree to the Member Acknowledgment Agreement and the Membership Guidelines.

## **netWell™ is NOT:**

netWell™ is NOT insurance, and it should NOT be presented as insurance by a netWell™ coordinator or by any third party.

netWell™ does NOT replace traditional insurance, and members remain responsible for their Request for Sharing. netWell™ does NOT assume any legal risk, obligation, guarantee, or promise that eligible Request for Sharing will be shared by the membership.

## **netWell™ IS:**

netWell™ IS a Health Care Sharing Ministry (HCSM). netWell™ members believe in a common core of religious or ethical beliefs and voluntarily contribute toward members' eligible Requests for Sharing based on those beliefs. netWell™ IS an HCSM that facilitates the Requests for Sharing based on Member Commitment Contributions (MCC) and the provisions of the Membership Guidelines.



### **Membership Guidelines:**

I have or will thoroughly read and understand the most current Membership Guidelines. I acknowledge that I have determined that this membership meets my healthcare needs. I have had the opportunity to voice any questions and receive satisfactory answers.

I can access the most current Membership Guidelines online and in my Member Portal. I acknowledge that the Membership Guidelines is part of the Member Enrollment Request.

The Membership Guidelines outlines which of my medical requests may or may not be eligible for sharing but does NOT constitute a contract and carries no promise or guarantee to share in my eligible Request for Sharing, implied or otherwise.

The provisions of this Membership Guidelines are in effect on the date of service for any of my Requests for Sharing, even if I have received contradictory verbal communications. Please see the full Explanation of Sharing located in the Member Portal for further details regarding Request for Sharing.

### **Member Duties:**

I will honestly, accurately, and thoroughly answer the medical questions on the Member Enrollment Request.

I will read the most current Membership Guidelines as it is subject to change or update with appropriate written notice.

I will provide the necessary authorizations and consent to submit my Monthly Charitable Donations, Monthly Commitment Contributions, and Membership Fees.

I will request a review of any Requests for Sharing that I believe have not been processed correctly. If I am still dissatisfied after such review, I will utilize the provisions in the Membership Guidelines to appeal.

I will ensure that all active members under my membership abide by the Statement of Religious and Ethical Beliefs. Failure to comply with these beliefs and this Member Acknowledgment Agreement may result in the cancellation of my membership and/or my Requests for Sharing may be processed as ineligible per the Membership Guidelines.

It is my responsibility as a member of netWell™ is to be kind and respectful to netWell™ employees.



**Monthly Commitment Contributions:**

Monthly Commitment Contributions (MCC) are based on the size of my membership, the age of the oldest member, and the membership option I have chosen. I understand my membership cost will increase when I age into a new age band.

My Monthly Commitment Contribution (MCC) changes at certain ages based on the oldest member's age. It can also change if Monthly Commitment Contributions (MCC) change for all members, and I will be notified in advance. My Monthly Commitment Contribution (MCC) includes Monthly Membership Fees. It is drafted five days before the Member's Effective Date.

**Length of Membership:**

My membership can become effective no less than five(5) days or more than sixty(60) days after my enrollment date.

Cancellation requests must be made in writing within 72 hours of the next Monthly Commitment Contribution (MCC).

netWell™ can cancel my membership if I fail to follow the Statement of Religious and Ethical Beliefs contained in this Member Acknowledgment Agreement or if I fail to make my Monthly Commitment Contributions (MCC).

**Appeal Review Process:**

I expect to be treated with respect in my dealings with netWell™ coordinators, and I will treat them with the same respect.

I will use the Appeal Review Process to resolve disagreements regarding eligibility determinations or how Request for Sharing have been processed.





# Dental Membership

Flexible Options with access to every affiliated Bento Dentist nationwide.

Get started today at <https://www.netwell.com/dental/>



	Silver Silver Membership	Gold Gold Membership	MOST POPULAR Platinum Platinum Membership
<b>Services</b>	<b>\$500 Annual Max Sharing/month</b>	<b>\$500 Annual Max Sharing/month</b>	<b>\$2,000 Annual Max Sharing/month (\$1,000 Ortho Lifetime)/month</b>
Member Commitment Portion (MCP)	Preventative + Diagnostic: No MCP	Preventative + Diagnostic: No MCP	Preventative + Diagnostic: No MCP
Preventive + Diagnostic Sharing	100% Bento Dentists Only	100% Bento Dentists / 60% Non-Bento Dentists*	100% Bento Dentists / 90% Non-Bento Dentists*
Basic Restorative Sharing	21% Bento Dentists Only	50% Bento Dentists / 40% Non-Bento Dentists*	70% Bento Dentists / 60% Non-Bento Dentists*
Fillings	One per tooth <sup>check</sup> every 24 months	One per tooth surface <sup>check</sup> every 24 months	One per tooth surface <sup>check</sup> every 24 months
Prosthetic Maintenance	One per 12 months <sup>check</sup> after 24 months	One per 12 months <sup>check</sup> after 24 months	One per 12 months <sup>check</sup> after 24 months
X-Rays	Bitewing x-rays <sup>check</sup> once every 12 months	Bitewing x-rays <sup>check</sup> once every 12 months	Bitewing x-rays <sup>check</sup> once every 12 months
Routine Cleanings	Twice in <sup>check</sup> 12 months	Twice in <sup>check</sup> 12 months	Twice in <sup>check</sup> 12 months
Periodontal Cleanings	Once every 3 months <sup>check</sup> after active treatment	Once every 3 months <sup>check</sup> after active treatment	Once every 3 months <sup>check</sup> after active treatment
Sealants (Under age 16)	Once per unrestored <sup>check</sup> permanent molar every 36 months	Once per unrestored <sup>check</sup> permanent molar every 36 months	Once per unrestored <sup>check</sup> permanent molar every 36 months
Major Restorative Sharing	-	5% Bento Dentists Only (90-day waiting period)	50% Bento Dentists / 25% Non-Bento Dentists* (90-day waiting period)
Crowns	-	Once per tooth <sup>check</sup> in 60 months	Once per tooth <sup>check</sup> in 60 months
Gum Treatment (Periodontics)	-	Scaling, root planing <sup>check</sup> once per quadrant in 24 months	Scaling, root planing <sup>check</sup> once per quadrant in 24 months
Oral Surgery	-	Simple <sup>check</sup> tooth extractions	Simple <sup>check</sup> tooth extractions
Implants	-	Once per tooth <sup>check</sup> in 84 months	Once per tooth <sup>check</sup> in 84 months
Root Canal Treatment	-	Once per tooth <sup>check</sup> / Retreatment after 24 months	Once per tooth <sup>check</sup> / Retreatment after 24 months
MCP for Non-Bento Providers	Not reimbursed	Members <sup>check</sup> responsible for difference	Members <sup>check</sup> responsible for difference
Orthodontia	-	-	50% Bento / 50% Non-Bento* (180-day waiting period)

netWell Dental Membership is not insurance. This is a Healthcare Sharing Ministry and is governed by separate rules and regulations from insurance, which vary from state to state. Please read our legal disclosures for additional information.



# Filling prescriptions can be a hassle. We've made it fast & easy.

No Claims/Copays | Nationwide Coverage | Free Home Delivery | Fast & Easy Refills



More than one-third of Americans (37%) say they have not filled a prescription for medication because of its cost.

Discover simple, streamlined prescription management right at your fingertips.

## Service Highlights

- ✔ **No Cost Medications**  
Access 1,000+ maintenance and 70+ urgent meds without breaking the bank
- ✔ **Pharmacy Savings Program**  
Get expensive meds for less through our international partners
- ✔ **Pharmacist Consultation**  
Get quick, reliable answers to all your medication-related questions
- ✔ **Pharmacy Discount Card**  
Our discount card ensures affordability for medications not covered on our formulary



**revive**  
your health



# Emergencies are inconvenient. Getting help shouldn't be.

No Claims/Copays | Nationwide Coverage | Convenient Access | Exclusive Providers

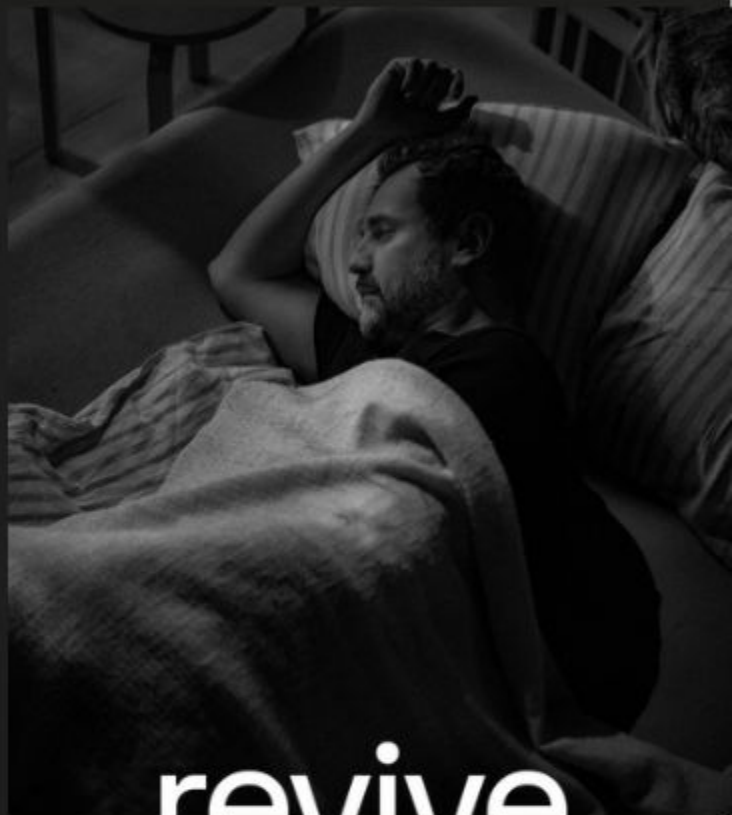


Experience 80% faster expert medical care care. Save up to 100 minutes with virtual urgent care visits.

Urgent care should be fast, convenient, and available anytime, anywhere.

## Service Highlights

- ✔ **Help Within Minutes**  
Access medical care for urgent needs within minutes not hours.
- ✔ **24/7/365**  
Urgent care needs can strike at any time, access care no matter the time or place.
- ✔ **Exclusive Top-Notch Providers**  
Our exclusive network of doctors are ready to help you feel well and thrive.
- ✔ **Efficiency**  
Get expert medical advise, prescriptions and referrals in around 20 minutes.



**revive**  
your health





# Making exceptional primary care accessible wherever you are.

No Claims/Copays | Nationwide Coverage | Consults within 1-3 days | Continuous Care



Nearly 100 million people across the U.S. lack access to a primary care provider (PCP).

Experience health care on your terms. With ease of access and personalized care plans, quality care is always at your fingertips.

## Service Highlights

- ✔ **Personalized Care**  
Experience healthcare unique to you, with expert guidance, prescriptions and referrals.
- ✔ **Annual Wellness Checks**  
Receive a tailored health strategy following your detailed exam to help you thrive.
- ✔ **Ongoing Care**  
Get personalized treatment from the same doctor to achieve your ongoing health goals.
- ✔ **Reliable and Secure Access**  
All appointments are confidential, protected, and easy to schedule. Consults within 1-3 days.



**revive**  
your health



# Asking for help can be scary. Our expert mental health care isn't.

No Claims/Copays | Nationwide Coverage | Clinical Coordination | Provider Matching



1 in 4 U.S. adults have experienced a mental health condition in the past year

When it comes to your mental health, you need someone who understands the way forward.

## Service Highlights

- ✔ **In-the-moment Support**  
When you're struggling, every second counts. Access mental health support 24/7
- ✔ **Master's Level Clinicians**  
When you call, you are connected with a master's level clinician to support you
- ✔ **Regular Check-ins**  
Stay on track with regular follow-ups and check-ins to keep making goal progress
- ✔ **Safe Space**  
Your mental health is personal and we keep it that way. Access confidential care anytime.



**revive**  
your health

# HOMELINK

HOMELINK was founded on the belief that people would recover more quickly and have a higher quality of life if they were provided expert, professional service and quality medical supplies in the home health care arena. Over 20 years, 30 million people and a customer satisfaction rate of over 99% later, HOMELINK has become a leader in durable medical equipment.

## HOW DID HOMELINK BECOME A RECOGNIZED NAME IN HOME HEALTH CARE? :

- Knowledgeable associates who are passionate about your care and well-being, who are anxious to listen and understand your needs and who create solutions, not excuses
- Timely and accurate follow-up
- Community-based providers
- A commitment to asking questions, receiving a verbal response and following up with clarifying questions to ensure your needs and problems are fully understood
- Professionally trained staff, often with recognized certifications such as "Respiratory Therapist"
- Competitive, fixed pricing
- Easy and convenient shipping directly to your home
- Multiple brands available

## HOMELINK OFFERS YOU MEDICAL SUPPLIES AND SERVICES IN THESE AREAS:

- Beds
- Wheelchairs
- Insulin Pumps
- Glucometers
- Muscle stimulators
- IV antibiotics
- Pain management
- CPAP/BiPAP
- Nebulizers
- Ventilators
- Home sleep testing
- Catastrophic care coordination
- And so much more





# START HEARING BETTER TODAY

For more information or to  
schedule an appointment, call us at  
**(888)728-1541** or visit

[starhearing.com/partners/careington](https://starhearing.com/partners/careington)

Start Hearing is a pioneering auditory health partner that can help anyone seeking to improve or preserve their hearing experience in richer and healthier ways. We put members, with or without insurance, at the center of their own hearing health journey and expertly guide them to the right technology based on their personal wants, needs and lifestyle.

## Members and their families receive:

- Discounts ranging from 54% to 69% on today's latest auditory technology, including hearing aids and tinnitus options
- 60-day risk-free trial period
- Six free office visits for the first year
- Access to a nationwide network of more than 3,000 hearing professionals
- A three-year supply of FREE batteries (40 cells per hearing aid purchased per year)
- FREE warranty plan, including repairs and loss & damage\*
- Financing options available

\*professional service fees may apply

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# How it works

- 1 Take the first step to better hearing by calling a Start Hearing, Hearing Care Advisor (HCA) at (888) 728-1541
- 2 The HCA will schedule a consultation with a hearing provider near you
- 3 During your appointment, the hearing provider will determine your need for hearing aids
- 4 The HCA and provider will help you find the solution that is best for your lifestyle and budget
- 5 Your hearing aids will be ordered and a fitting appointment will be scheduled
- 6 Provider will fit your hearing aids, and our HCA will process your payment over the phone
- 7 Begin your 60-day trial period and schedule follow-up office visits

**For more information or to schedule an appointment, call us at**

**(888) 728-1541 or visit**

**[starthearing.com/partners/careington](https://starthearing.com/partners/careington)**

**START**  **HEARING**

# SUPERIOR VISION

## VISION PROGRAM

Members of the Superior Vision discount program are eligible for discounts on eyewear at more than 40,000 participating provider locations. Comprehensive eye exams can help detect signs of serious health conditions like glaucoma, diabetes, high blood pressure, and high cholesterol.



*Superior Vision members can save 5% to 30% off the retail price of eye exams, eye glasses, and contact lenses from participating providers.*

Service	Regular Cost*	Plan Cost	Typical Member Savings
Vision Exam	\$155	\$75	\$80
Frames	\$130	\$91	\$39
Single Vision Lenses	\$80	\$40	\$40
Photochromics	\$100	\$70	\$30
Anti-Reflective Coating	\$102	\$45	\$57
<b>Total</b>	<b>\$567</b>	<b>\$321</b>	<b>\$246</b>

*\*Represents national average retail costs comparing to Member Fee Schedule. The actual savings may vary based on amount purchased and location.*

*This plan is not insurance.*

*\*This plan is unavailable in MT, VT & WA.*

**SUPERIOR VISION**   
See yourself healthy.

# CHOOSEHEALTHY PLUS FITNESS

The ChooseHealthy® program provides members with savings on a wide variety of specialty health and wellness services.



ChooseHealthy™



## With this wellness program, members can:

- Save 25% on services from specialty health care providers. The ChooseHealthy program's full musculoskeletal provider network features more than 70,000 participating providers nationwide.
- Choose from more than 10,000 participating fitness centers with the Active&Fit Direct™ program for
- \$25 a month\*. Once enrolled, members also have access to tools to help them get the most out of
- their membership, such as tools that allow them to track exercise.
- shipping and handling.

*Please note that the ChooseHealthy program is not insurance. You should check any insurance benefits you have before using this discount program, as those benefits may result in lower costs to you than using this discount program. The ChooseHealthy program provides for discounts from specialty health care providers. You are obligated to pay for all services from those providers but will receive a discount from those participating providers for services included in the program. The ChooseHealthy program also includes the Active&Fit Direct program, which provides discounted access to fitness centers. The ChooseHealthy program does not make any payments directly to participating providers or to the Active&Fit Direct program. The ChooseHealthy program has no liability for providing or guaranteeing services and assumes no liability for the quality of services rendered. Discounts on products and services available through the ChooseHealthy program are subject to change; please consult the website for current availability.*

*The programs described above are provided by ChooseHealthy, Inc. and American Specialty Health Fitness, Inc., subsidiaries of American Specialty Health Incorporated (ASH). ChooseHealthy, Active&Fit and Active&Fit Direct are trademarks of ASH and used with permission herein. Other names and logos may be trademarks of their respective owners.*

*\*Plus a \$25 enrollment fee and applicable taxes.*

# GREAT SPEECH

## VIRTUAL SPEECH THERAPY

Virtual Speech Therapy offers the same high quality as outpatient services without the hassles!

Our easy-to-follow, flexible model allows members to complete therapy sessions\* at a time and place that is convenient for them. All members need is a quiet place to work and a stable internet connection.



# GREATSPEECH

your virtual solution to speech therapy

### Working with us, members...

- Feel confident speaking and being understood by others.
- Develop real academic or professional ability.
- Connect with others deeply and authentically.
- Reclaim lost skills, independence and quality of life.
- Communicate with ease!

Great Speech has been the pioneer in virtual speech therapy since 2014.

\*3 sessions per 12-month period per household. Additional sessions are \$72.00 per 30-minute speech therapy session and \$50.00 per 30-minute non-clinical service session. Non-clinical sessions are services outside of speech therapy sessions to review progress.

**THIS IS NOT INSURANCE.**

### Our services are...

- **Safe:** Stay in the comfort of home, or any quiet place with an internet connection.
- **Accessible:** Skip the commute and the hassle of traffic.
- **Easy:** The technology you'll use is easy to learn and access.
- **Convenient:** Schedule sessions when YOU want them - during the day, evening or on weekends.
- **Highest Quality:** We offer the same level of care as outpatient facilities.
- **Personalized:** We match each client with a therapist who specializes in their needs. They keep the same therapist for their full program.





# GRASSROOTS LABS

## LAB SERVICES



**GRASSROOTSLABS**

People across America are overpaying for lab testing they need when visiting the doctor. Grassroots Labs has built an online marketplace for lab tests to give people the power over their health care back by providing clear upfront pricing for lab testing, along with 30-70% off market rates for lab testing at more than 2,200 sites nationwide.

### **GETTING TESTS WITH GRASSROOTS LABS IS SIMPLE:**

1. Members search for needed testing on the Grassroots Labs website. Lab test pricing information is available before purchasing so that Members know exactly what their lab tests will cost.
2. Members visit a local approved testing center to have their tests performed.
3. Members get their results delivered to their Grassroots Labs account within a few business days and can easily review and share them with their doctor.

**THIS IS NOT INSURANCE.**

## TOP 10 TESTS ORDERED ON THE GRASSROOTS LABS MARKETPLACE

Test Name	Usual and Customary	GRL Price	Savings (\$)	Savings (%)
Thyroid Stimulating Hormone - TSH	\$78.00	\$11.00	<b>\$67.00</b>	<b>85.89%</b>
Vitamin D	\$174.00	\$54.00	<b>\$120.00</b>	<b>68.97%</b>
CBC w/ Diff - Complete Blood Count w/ Differential	\$34.00	\$12.00	<b>\$22.00</b>	<b>64.71%</b>
CMP - Comprehensive Metabolic Panel w/ eGFR	\$52.00	\$16.00	<b>\$36.00</b>	<b>69.23%</b>
Hemoglobin A1c	\$54.00	\$16.00	<b>\$38.00</b>	<b>70.37%</b>
Lipid	\$79.00	\$17.00	<b>\$62.00</b>	<b>78.48%</b>
PSA - Prostate Specific Antigen - Total	\$92.00	\$24.00	<b>\$68.00</b>	<b>73.91%</b>
T3 Free	\$135.00	\$19.00	<b>\$116.00</b>	<b>85.93%</b>
T4 Free	\$77.00	\$14.00	<b>\$63.00</b>	<b>81.82%</b>
UA Complete	\$26.00	\$19.00	<b>\$7.00</b>	<b>26.92%</b>
<b>Indirect Savings:</b>				
Physician Oversight	\$219.00	\$6.00	<b>\$213.00</b>	<b>97.26%</b>
Lab Draw Fee	\$13.00	\$4.00	<b>\$9.00</b>	<b>69.23%</b>

## TOP PANELS ORDERED ON THE GRASSROOTS LABS MARKETPLACE

Panel Name	Usual and Customary	GRL Price	Savings (\$)	Savings (%)
Comprehensive Health Panel - Female	\$277.00	\$75.00	<b>\$202.00</b>	<b>72.92%</b>
Comprehensive Health Panel - Male	\$369.00	\$99.00	<b>\$270.00</b>	<b>73.17%</b>
Female Hormone Panel	\$1080.00	\$246.00	<b>\$834.00</b>	<b>77.22%</b>
Male Hormone Panel	\$544.00	\$97.00	<b>\$447.00</b>	<b>82.16%</b>
Colorectal Cancer Screening Test	\$95.00	\$50.00	<b>\$45.00</b>	<b>47.36%</b>
Diabetes Risk Panel	\$160.00	\$42.00	<b>\$118.00</b>	<b>73.75%</b>
Thyroid Panel	\$148.00	\$39.00	<b>\$109.00</b>	<b>73.64%</b>

# PINNACLECARE

## EXPERT MEDICAL REVIEW

Members will receive confirmation on diagnoses, expert second opinions, appointments with top specialists and guidance on appropriate treatment options.



**PINNACLECARE**  
HEALTHCARE CHALLENGES SOLVED

**PINNACLECARE'S HEALTHCARE ADVISORS HELP EASE WORRY AND GUIDE MEMBERS TO THE RIGHT COURSE OF TREATMENT, OFFERING TIMELY SUPPORT FOR THEIR MOST DIFFICULT MEDICAL ISSUES, SUCH AS:**

- Serious or complex diagnoses
- Recommendation for surgery
- Suggested change in treatment

### **MEMBERS ARE PROVIDED WITH:**

- Expert medical opinions and confirmation of diagnoses
- Research on patient diagnosis and treatment options
- Customized reports identifying top local, regional or national specialists
- Virtual consultations for a second medical opinion
- Facilitated appointments with top specialists and centers of excellence
- Gathering, organizing and forwarding of key medical records

PinnacleCare also provides you with access to a dedicated advisor that will work with a medical and behavioral team to determine the best path to dealing with stress, anxiety, mental health disorders and substance abuse. If there's not a clear solution readily available, a mental assessment is conducted and followed by recommendations on professionals, treatment paths and facilitation of appointments. Behavioral health specialists will also support you over the phone until your appointment with a doctor or counselor is made.

## Save big on your hospital bills.

You get free access to Goodbill, which **saves you up to 100%** through hospital discounts and negotiation – even for visits that normally aren't eligible.






*"A fantastic experience. Saved me 25% on my total hospital bill. I will continue to use this service forever!"*



**Carson S.**  
Patient



### How it works

-  **We get a hospital visit alert**  
netWell alerts us to your recent hospital visit.
-  **We contact you for info**  
Our member concierge reaches out to help you complete a few steps.
-  **You save money**  
We help you apply for discounts and negotiate down your hospital bill.

### Frequently Asked Questions

-  **How do you save me money?**  
Our certified clinicians and coders check your charges against your hospital visit records to flag and remove errors and unnecessary charges. We also find additional discounts that you may qualify for, based on your hospital and income.
-  **How much could I save?**  
Hundreds or thousands of dollars, even for visits that normally aren't eligible to be shareable through netWell.

TIME

USA TODAY

Money

Modern  
HealthcareiHeart  
PODCASTSU.S. News  
A WORLD REPORT

Questions?  
Get in touch!

Visit us  
[goodbill.com/  
netwell](https://goodbill.com/netwell)

Email us  
[help@goodbill.com](mailto:help@goodbill.com)

Call us  
(206) 759-7344





## MEMBERSHIP AGREEMENT

Discount Plan Organization: Careington International Corporation (Careington)  
7400 Gaylord Parkway Frisco, TX 75034

To add a family member to your plan, contact netWell™ at 1-866-638-9355. For assistance using your plan, please call Member Services at (855) 335-2255.

Group Code: MISIONW

Group Name: netWell™

Member ID: [12345678]

Member Name & Address:

[SAMPLE MEMBER

123 ANY STREET

FRISCO, TX 75001]

Effective Date: 12/1/24

Term: Monthly

Total Fees: There is no cost for this plan.

**Terms and Conditions:** The Terms and Conditions you have accepted or will accept upon registering at [www.netwell.com](http://www.netwell.com), are part of this membership agreement (Agreement) between you and DialCare, LLC (“DialCare”). DialCare provides administrative services to DialCare clinicians and does not provide professional medical services. The Terms and Conditions define the obligations of DialCare, its authorized agents and yourself, and they establish the basic rules of safe and fair use of DialCare’s public website, member website, and services (Services). DialCare and its authorized agents reserve the right to immediately and without advance notice terminate the Services and deny access to individuals who do not abide by the Terms and Conditions.

The Terms and Conditions you have accepted or will accept upon registering at [www.netwell.com](http://www.netwell.com) are part of this Membership Agreement (Agreement). M시오 Health, LLC (M시오) provides administrative services to members and does not provide professional medical services. The Terms and Conditions define the obligations of M시오, its authorized agents and yourself, and they establish the basic rules of safe and fair use of M시오’s public website, member website, and services (Services). M시오 and its authorized agents reserve the right to immediately and without advance notice terminate the Services and deny access to individuals who do not abide by the Terms and Conditions.

**Membership and Renewal Conditions:** By joining a plan for yourself or on behalf of a minor child for whom you are a parent or legal guardian, you confirm that you are at least 18 years old and have read and agree to the terms and conditions of the plan. This plan will automatically renew at the end of your membership term.

**Termination Conditions:** netWell™ and DialCare reserve the right to terminate plan members from its plan for any reason, including non-payment. If M시오 terminates the plan or your membership for a reason other than non-payment, you will receive a pro-rata refund of your membership fees.

netWell™ and M시오 Health, LLC reserve the right to terminate plan members from its plan for any reason, including non-payment. If M시오 terminates the plan or your membership for a reason other than non-payment, you will receive a pro-rata refund of your membership fees.

**Cancellation Conditions:** Please notify netWell™ if for any reason you are dissatisfied with the plan and wish to cancel. netWell™ will accept and cancel program memberships at any time during the membership period. Please send a cancellation letter with your name and member ID to netWell™ 12117 Bee Cave Road Building 1, Suite 202 Austin, TX 78738 or fax to 404-393-8520. You may also submit cancellation requests by email: [Group Email Address].



Description of Services: Please see the enclosed materials for a specific description of the programs included in your plan.

Limitations, Exclusions and Exceptions: This is a discount plan offered by Careington. Careington is not a licensed insurer, health maintenance organization or other underwriter of health care services. No portion of any provider's fees will be reimbursed or otherwise paid by Careington. Careington is not licensed to provide and does not provide health care services or items to individuals. You will receive discounts for services at certain health care providers who have contracted with the plan. You are obligated to pay for all health care services at the time of service. Savings are based upon the provider's normal fees. Actual savings will vary depending upon location and specific services or products purchased. Please verify such services with each individual provider. The plan's discounts may not be used in conjunction with any other discount plan or program. All listed or quoted prices are current prices by participating providers and subject to change without notice. Any procedures performed by a non-participating provider are not discounted. From time to time, certain providers may offer products or services to the general public at prices lower than the discounted prices available through this plan. In such event, members will be charged the lowest price. Discounts on professional services are not available where prohibited by law. This plan does not discount all procedures. Providers are subject to change without notice and services may vary in some states. It is the member's responsibility to verify that the provider participates in the plan. At any time Careington may substitute a provider network at its sole discretion. Careington cannot guarantee the continued participation of any provider. If the provider leaves the plan, you will need to select another provider. Providers contracted by Careington are solely responsible for the professional advice and treatment rendered to members and Careington disclaims any liability with respect to such matters.

Complaint Procedure: If you would like to file a complaint, you must submit your complaint in writing to: netWell™ 12117 Bee Cave Road Building 1, Suite 202 Austin, TX 78738. You have the right to request an appeal if you are dissatisfied with the complaint resolution. After completing the complaint resolution process, if you remain dissatisfied you may contact your state insurance department.

#### NATIONWIDE DPO DISCLOSURE FOR FREE PLANS

THIS PLAN IS NOT INSURANCE and is not intended to replace health insurance. This plan does not meet the minimum creditable coverage requirements under M.G.L. c.111M and 956 CMR 5.00. This plan is not a Qualified Health Plan under the Affordable Care Act. This is not a Medicare prescription drug plan. The range of discounts will vary depending on the type of provider and service. The plan does not pay providers directly. Plan members must pay for all services but will receive a discount from participating providers. The list of participating providers is at [applicable website]. A written list of participating providers is available upon request. Discount Plan Organization and administrator: Careington International Corporation, 7400 Gaylord Parkway, Frisco, TX 75034; phone 800-441-0380.

This plan is not available in Vermont.

These products are an added advantage to your plan, this is not insurance.



## **Pinnacle Care**

As a PinnacleCare member, you will receive confirmation on your diagnoses, an expert second opinion, the ability to quickly set appointments with top specialists, and personal guidance on the appropriate treatment options for your condition. You'll also have access to a dedicated, compassionate health advisor working in collaboration with a medical and behavioral health team to determine the best plan for dealing with stress, anxiety, mental health disorders, and substance abuse. You will gain the confidence that comes with having an objective, unbiased personal health care advisor on your side, available to coordinate an expert medical review and help you navigate through your most pressing health care challenges. You also can rely on PinnacleCare should you or a family member need a recommendation on a new primary or routine care physician. To get started, call our dedicated phone number at (877) 245-5795, Monday through Friday, 8 a.m. to 6 p.m. ET or visit [pinnaclecare.com/support](https://pinnaclecare.com/support).





# Glossary of Defined Terms

**Active** - a member's status when they have met all Membership Guideline provisions to remain eligible for sharing by the membership.

**Adoption** - the legal process that establishes a parent/child relationship between individuals who are not related by blood or marriage.

**Advanced Imaging** - diagnostic imaging procedures including MRI, CT, and nuclear medicine imaging, such as positron emission tomography. Excludes X-rays and ultrasounds.

**Allowed Amount** - the total amount billed by your provider or facility reduced by any discounts, fees, or other funding sources.

**Alternative Care** - is a non-experimental treatment such as acupuncture, holistic, homeopathic, or naturopathic treatments, which may provide less invasive and more cost-efficient care.

**Ambulance** - medically necessary ground, air, or water transportation for eligible emergency services to the nearest medical facility or between two medical facilities.

**Appeals Committee** - the selected individuals established by netWell™ to resolve an Appeal Review when the member does not agree with an eligibility determination or the processing of their requests for sharing.

**Appeal Review** - when the member has submitted an Appeal Review and the member still believes that netWell™ has processed their request for sharing incorrectly.

**Appeal Review Process** - the process established by netWell™ for members to have their concerns or questions resolved regarding either eligibility determination or the processing of requests for sharing.

**Arbitration** - using a neutral party to settle a disagreement or legal disagreement the member may have with netWell™.

**Balance Billing** - the difference between what the medical provider or facility bills the member for medical services rendered and what netWell™ allows for the same medical services based on the netWell™ Network. If the medical provider or facility does not accept the netWell™ Network permitted amount, the medical provider or facility may bill the member for this difference, resulting in a balance billing.

**Behavioral Health** - refers to how our daily cognitive habits affect our overall well-being, emotions, biology, and behavior.

**Cancellation Date** - the month, day, and year your membership is no longer active due to the member's request or any situation that may have gone against the Statement of Religious and Ethical Beliefs or for non-receipt of a member's Monthly Commitment Contribution (MCC).

**Cancer** - the name given to a collection of related diseases. In all types of cancer, some of the body's cells begin to divide without stopping and spread into surrounding tissue.

**Combined** - the total allowed visits or amount shared.

**Combined Membership** - a member plus one or more qualified dependents participating in netWell™ under the same membership.

**Date of Service (DOS)** - the date medical services were rendered.





**Dependent** - your spouse and any of your unmarried children (by birth, legal adoption, or marriage) through the age of 27, whom you have included on a Membership Enrollment Request or added after your membership effective date.

**Effective Date** - the month, day, and year a membership begins or the month, day, and year of the most recent membership change. The effective date is used to document when the 365-day membership year begins and ends to reset the Member Commitment Portion (MCP).

**Eligible for Sharing** - any procedure, service, test, or treatment that has met all the Membership Guidelines for sharing by the membership. Any discounts, fees, or other funding sources will reduce an eligible request for sharing.

**Eligible Request for Sharing**- a medical request that meets the Membership Guidelines for sharing by the membership. Member Commitment Portion (MCP) and Visit Fees may apply.

**Eligible Newborn** - a dependent born under an eligible, combined membership meeting the Membership Guidelines to be added to the membership.

**Enrollee** - a member who has signed up to participate in the membership.

**Emergency** - A medical emergency is an acute illness or injury that poses an immediate risk to a member's life or long-term health. It is sometimes called a situation risking "life or limb." If not medically treated immediately, it could cause death, disability, or severe harm to the member.

**Emergency Room (ER) Visit Fee:** All members have an ER Visit Portion for eligible emergency room visits.

**Enrollment Fee** - a one-time amount designated to set up member-to-member sharing accounts at the date of the Enrollment Request.

**Enrollment Charitable Donation** - amount designated by netWell™ to be submitted by the enrollee on the date of the enrollment request.

**Enrollment Date** - the date netWell™ receives a completed Membership Enrollment Request. An enrollee can select the date a membership becomes effective within five (5) calendar days or no more than sixty (60) days after a completed Member Enrollment Request.

**Explanation of Sharing (EOS)** - a statement provided to the member and the member's provider once a request for sharing has been processed. The EOS will reflect if the request for sharing was eligible, pended for additional information, or was processed ineligible for sharing per the Membership Guidelines. The EOS reflects what Member Commitment Portion (MCP) or Visit Fee you may be responsible for and the membership shared amount.

**FDA** - the Food and Drug Administration protects public health by assuring the safety, efficacy, and security of human and veterinary drugs, biological products, medical devices, our nation's food supply, cosmetics, and products that emit radiation.

**Funds, Funding, or Funded** - any reference to any monies, either by or for the member or by or for the membership.

**Health Care Sharing Ministry** - Health Care Sharing Ministry ("HCSM"). HCSM members believe in a common core of religious or ethical beliefs and voluntarily contribute toward members' eligible requests for sharing based on those beliefs.

**Home Health Care** - a wide range of medical services that can be given in your home due to an illness or injury.

**Hospital** - an institution that is built, staffed, and equipped for the diagnosis of disease, for medical and surgical treatment of the sick and the injured, and their housing during this process.



**Illness** - acute or chronic - a disease or period of sickness affecting the body or mind.

**Inactive** - a member's status when they have failed to meet Membership Guidelines to remain eligible for sharing by the membership.

**Incident** - an occurrence of an action or situation that is a separate unit of experience.

**Ineligible Request for Sharing**- a medical request that does not meet the Membership Guidelines for sharing by the membership.

**Ineligible Newborn** - if a newborn is born under an ineligible maternity, the member must complete a Membership Enrollment Request to add their newborn.

**Initial Waiting Period** - a period time that a member must wait beyond the member's effective date before a medical service may be eligible for sharing by the membership.

**Injury** - damage to body or mind caused by accident or acts of violence.

**Laboratory Services** - tests on specimens from the body (such as blood or urine) used to diagnose and treat members.

**Licensed Medical Professional** - an individual who has completed a prescribed program of study in a healthcare field and has obtained a license to practice in that field. Some examples of licensed medical professionals are doctors, nurses, chiropractors, physical therapists, and physician assistants.

**Life-threatening or Life-altering** - capable of causing death: potentially fatal or life-threatening disease/ condition; having an effect that is strong enough to change someone's life.

**Lifetime Maximum Sharing Limit** - the maximum amount the membership will share on behalf of the member for eligible requests for sharing during the lifetime of the membership.

**Maternity** - of, relating to, or for the period in which a woman is pregnant or has just given birth to a child.

**Maximum Sharing Limit** - the maximum amount the membership will share on behalf of the member for specific eligible request for for sharing.

**A Medical Facility**- where sick or injured members are given care or treatment.

**Request for Sharing**- charges or expenses for medical services provided to you by a medical facility or a licensed medical professional submitted on the member's behalf.

**Medical Review** - the practice by which a licensed medical professional reviews a member's medical records to determine if a request for sharing has met the Membership Guidelines for sharing.

**Medical Services** - all medical and health care services provided to a member, including, but not limited to, medical services that may or may not be eligible for sharing by the membership.

**Medical Tourism** - the practice of traveling intentionally to another country or region to receive medical care outside the United States.

**Medically Necessary** - health care services or supplies needed to diagnose or treat an illness, injury, medical condition, disease, or its symptoms that meet accepted medical standards.



**Medical Necessity** - refers to a decision by netWell™ that your treatment, test, or procedure is necessary for your health or to treat a diagnosed medical problem.

**Member** - any individual, including all dependents, participating in the membership.

**Member Commitment Portion (MCP)** - the amount each member is responsible for each membership year before the membership will share toward eligible requests for sharing.

**Member Enrollment Request** - the enrollment process for enrolling and being accepted onto the netWell™ membership.

**Member Limitation** - an illness, injury, or medical condition that will not be eligible for sharing under the Membership Guidelines for a specific individual member for a specified length of time.

**Member Portal** - where a primary member and all dependents are provided online access to manage their membership, make adjustments, access member documents, and view all Monthly Commitment Contributions and requests for sharing.

**Member Request for Sharing Review** - an initial request to review the processing of a request for sharing on behalf of the member.

**Member Signature Documents** - all documents requiring signatures as part of the Member Enrollment Request.

**Membership Option** - membership options that is selected at the time of their Member Enrollment Request. Member Commitment Portions (MCP) will vary along with maximum sharing limits based on the membership option chosen by the primary member. The membership option may be changed at the primary member's request and with netWell™'s approval.

**MembershipYear** - 365 days from the member's effective date, including each subsequent program year after that. **Mental Health** - includes emotional, psychological, and social well-being. It affects how we think, feel, and act. It also helps determine how we handle stress, relate to others, and make healthy choices.

**Monthly Charitable Donation** - the funds voluntarily submitted monthly to help support charitable organizations and their initiatives.

**Monthly Commitment Contribution (MCC)** - the funds voluntarily submitted monthly to enable sharing for eligible request for sharing by the membership. The member's MCC is based on the membership option selected by the member.

**Monthly Membership Fee** - the funds submitted monthly by a member for participation in the membership.

**Office Visit** - an in-person visit with a licensed medical professional to discuss new or existing health issues, concerns, worries, or symptoms. Providers may order tests, prescribe medication, or provide advice and education.

**Organ Transplant** - a medical procedure in which an organ is removed from one body and placed in the recipient's body to replace a damaged or missing organ.

**Pre-authorization** - the process by which netWell™ determines whether a medication, service, or procedure will be eligible for sharing.

**Primary Care Physician** - a physician who provides the first contact for a person with an undiagnosed health concern and the continuing care of varied medical conditions, not limited by cause, organ system, or diagnosis.



**Pre-existing** - injury, illness, or medical condition for which a member has received a medical diagnosis, medical advice, medical treatment, diagnostic services, prescribed medications, or presented signs or symptoms at any time during the 24-month medical review period before the member's effective date.

**Prescription** - an instruction written by a licensed medical professional that authorizes a patient to be provided a medicine or treatment.

**Preventive Services** - any medical service that protects against or reduces the likelihood of health emergencies.

**Primary Member** - the oldest participating member on a membership, whether you are an individual member or a member with dependents.

**Prosthesis** is an external or implanted device that substitutes for or supplements a missing or defective body part.

**Provision** - the requirements you acknowledge you must follow to maintain an active membership with netWell™ or the requirements you must meet for medical services to be eligible for sharing.

**Rehabilitation Facility** - a licensed medical facility that assists in regaining abilities and independence.

**Self-Funded (Self-Pay) Member** - All members are considered self-funded because netWell™ is NOT insurance, and neither netWell™ nor the membership guarantees or promises sharing. Self-funded members also refer to members who fund medical services because a medical provider or facility will not submit requests for sharing directly to the membership.

**Shared/Sharing** - the act when the member has met the Membership Guidelines for their request for sharing to be funded on behalf of the other active members.

**Sign** - an objective observation or finding.

**Skilled Nursing Facility** - a licensed medical facility specializing in nursing and therapy care to treat, manage, and observe a condition and evaluate care.

**Specialist** - a licensed medical professional that completed advanced education and training in a specific field of medicine.

**Standard of Care** - treatment that medical professionals accept as a proper treatment for each diagnosis and that is widely practiced by healthcare professionals.

**Symptom** - a physical or mental feature which is regarded as indicating a condition of disease. **Telemedicine** - the practice of medicine using technology to deliver care at a distance.

**Timely Filing Submission** - the period between a date of service and the date netWell™ will accept a medical request to consider whether the request for sharing is eligible.

**Urgent Care** - medical conditions that are serious or acute but pose no immediate threat to life or limb but which require attention within 24 hours.

**Visit Fee** - the portion of a request for sharing that the member pays at the time of each visit to a medical provider, collected even after the Member Commitment Portion (MCP) has been met or exceeded. The Visit Fee never applies toward the MCP.

**Voluntarily** - done, made, or given willingly.



## Disclaimers

NETWELL™ IS NOT AN INSURANCE COMPANY BUT A RELIGIOUS HEALTH CARE SHARING MINISTRY (HCSM) THAT FACILITATES THE SHARING OF MEDICAL REQUESTS AMONGST MEMBERS. Under 26 USC § 5000A(d)(2)(B)(ii), netWell™ members are exempt from the ACA's individual mandate. netWell™ does not assume any legal risk or obligation for payment of member medical requests. Neither netWell™, nor its members guarantee or promise that medical requests will be shared or paid by the membership. Please check [www.netwell.com/legal-notice](http://www.netwell.com/legal-notice) for the full, complete and most up to date state legal notices.



## State Disclosures

GENERAL NOTICE FOR THE FOLLOWING STATES: Alabama Code Title 22-6A-2, Alaska Statute 21.03.021(k), Arizona Statute 20-122, Arkansas Code 23-60-104.2, Florida Statute 624.1265, Georgia Statute 33-1-20, Idaho Statute 41-121, Illinois Statute 215-5/4-Class 1-b, Indiana Code 27-1-2.1, Louisiana Revised Statute Title 22-318,319, Maine Revised Statute Title 24-A, §704, sub-§3, Michigan Legislature Section 550.1867, Mississippi Code Title 83-77-1, Nebraska Revised Statute Chapter 44-311, New Hampshire Section 126-V:1, North Carolina Statute 58-49-12, South Dakota Statute Title 58-1-3.3, Texas Code Title 8, K, 1681.001, Virginia Code 38.2-6300-6301, Wyoming Statutes Title 26.1.104(a)(v)(C):

IMPORTANT NOTICE: This organization facilitating the sharing of medical expenses is not an insurance company, but a Health Care Sharing Ministry (HCSM). Neither this publication, nor its ministry memberships, nor ministry guidelines, nor plan of operation, nor financial assistance provided through the ministry, constitutes or creates an insurance policy and it is not provided through an insurance company. This document is not a contract of insurance or a promise to pay for the financial or medical needs of a participant by the ministry. As such, participation in the organization or a subscription to any of its documents should never be considered the purchase of insurance. If you join this ministry by purchasing one of its programs instead of purchasing health insurance, you will be considered uninsured. By the terms of this program, whether any participant in the program chooses to assist you with your medical bills, is completely voluntary. Neither the organization nor any other participant can be compelled by law or otherwise to contribute toward your financial or medical bills. Regardless of whether you receive any payment for medical expenses or whether this organization continues to operate, you are always personally responsible for the payment of your own medical bills and other obligations incurred regardless of any financial sharing you may receive from the organization for medical expenses. The memberships offered through this organization are not offered through an insurance company and the organization is not subject to the regulatory requirements or consumer protections codes established by States' Department of Insurance. Should you have complaints concerning this Health Care Sharing Ministry, you may report them to the office of the States' Attorney General.

GENERAL NOTICE FOR THE FOLLOWING STATES: Missouri Statute § 376.1750 and Wisconsin Statute 600.01(1)(b)(9):

IMPORTANT NOTICE: This publication is not an insurance company, nor is it offered or issued through an insurance company. This publication does not guarantee or promise that your medical bills will be published or assigned to other subscribers or members for payment. Whether anyone chooses to assist you with your medical bills will be entirely voluntary, as no one will be compelled to contribute towards your medical bills. As such, this publication should never be considered insurance, or a substitute for an insurance policy. Whether or not you receive any payments for medical expenses and whether or not this publication continues to operate, you are always personally responsible for the payment of your own medical bills.



KENTUCKY REVISED STATUTE 304.1-120 (7)

NOTICE: UNDER KENTUCKY LAW, THE RELIGIOUS ORGANIZATION FACILITATING THE SHARING OF MEDICAL EXPENSES IS NOT AN INSURANCE COMPANY, AND ITS GUIDELINES, PLAN OF OPERATION, OR ANY OTHER DOCUMENT OF THE RELIGIOUS ORGANIZATION DO NOT CONSTITUTE OR CREATE AN INSURANCE POLICY. PARTICIPATION IN THE RELIGIOUS ORGANIZATION OR A SUBSCRIPTION TO ANY OF ITS DOCUMENTS SHALL NOT BE CONSIDERED INSURANCE. ANY ASSISTANCE YOU RECEIVE WITH YOUR MEDICAL BILLS WILL BE TOTALLY VOLUNTARY. NEITHER THE ORGANIZATION OR ANY PARTICIPANT SHALL BE COMPELLED BY LAW TO CONTRIBUTE TOWARD YOUR MEDICAL BILLS. WHETHER OR NOT YOU RECEIVE ANY PAYMENTS FOR MEDICAL EXPENSES, AND WHETHER OR NOT THIS ORGANIZATION CONTINUES TO OPERATE, YOU SHALL BE PERSONALLY RESPONSIBLE FOR THE PAYMENT OF YOUR MEDICAL BILLS.

Montana Code 50-4-111:

NOTICE: The health care sharing ministry facilitating the sharing of medical expenses is not an insurance company and does not use insurance agents or pay commissions to insurance agents. The health care sharing ministry's guidelines and plan of operation are not an insurance policy. Without health care insurance, there is no guarantee that you, a fellow member, or any other person who is a party to the health care sharing ministry agreement will be protected in the event of illness or emergency. Regardless of whether you receive any payment for medical expenses or whether the health care sharing ministry terminates, withdraws from the faith-based agreement, or continues to operate, you are always personally responsible for the payment of your own medical bills. If your participation in the health care sharing ministry ends, state law may subject you to a waiting period before you are able to apply for health insurance coverage.

UTAH: THIS IS NOT AN INSURANCE POLICY. IT IS A VOLUNTARY PROGRAM THAT IS NEITHER APPROVED, ENDORSED OR REGULATED BY THE UTAH DEPARTMENT OF INSURANCE AND THE PROGRAM IS NOT GUARANTEED UNDER THE UTAH LIFE AND HEALTH GUARANTY ASSOCIATION.

IT IS VERY IMPORTANT THAT YOU REVIEW this organization's guidelines carefully and completely, and that you make sure you understand any limitations that may affect your personal medical and financial needs.



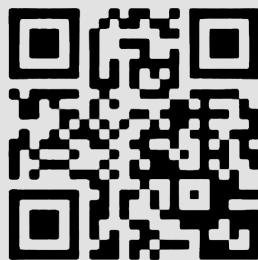
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## Keep In Touch

Questions? We are here to serve you. You may visit our website by simply scanning the QR code below. Or call us to speak to a netWell coordinator today.