

HEAL Program Plan Policy & Service Agreement

Please review the following terms carefully prior to enrollment.

1. Program Overview

The HEAL Program provides physician-directed weight management and wellness support designed to help individuals build sustainable, long-term health habits.

Services may include an initial health evaluation, review of medical history and laboratory results, development of a personalized treatment plan, ongoing monitoring and follow-up visits, nutrition and lifestyle guidance, and medication management when clinically appropriate. All services are tailored to each individual based on their unique needs and health goals.

2. No Guarantee of Results

Participation in the HEAL Program does not guarantee specific outcomes.

Results may vary based on individual medical conditions, metabolic factors, adherence to recommendations, and lifestyle variables. While the program is designed to provide guidance, support, and medical oversight, no guarantee is made regarding weight loss outcomes, including the amount or rate of weight loss.

3. Membership & Fees

A. Program Structure

The HEAL Program is a monthly membership and is a **medical service fee, not insurance**. A fee of **\$125 per month** will be automatically charged to the payment method provided at enrollment and will continue on a recurring basis unless canceled in accordance with this agreement.

B. What's Included

Your membership includes access to scheduled visits, whether conducted in person or via telehealth, ongoing communication with your care team, and adjustments to your personalized treatment plan as needed throughout your participation in the program.

C. What's Not Included

Unless otherwise specified, membership in the HEAL Program does not include the cost of prescription medications, pharmacy services, imaging, external laboratory services, specialist care, or hospital-based services. These services, if required, will be billed separately by the appropriate provider or facility.

4. Medication Policy

If medication is recommended as part of your treatment plan, prescriptions will be issued based on medical necessity and the clinical judgment of your provider. Medications are dispensed through licensed pharmacies, and insurance coverage is not guaranteed. Patients are responsible for all medication-related costs. If applicable, assistance with prior authorizations may be offered; however, approval is not guaranteed.

5. Billing & Cancellation Policy

Membership fees are billed automatically on a recurring basis every month to the payment method on file. By enrolling in the HEAL Program, you authorize these recurring charges. Cancellation of membership requires 30 days' written notice. Unless otherwise stated, no refunds will be issued for partially used billing periods. If you have any questions or concerns regarding billing, you agree to contact the practice directly to seek resolution prior to initiating a chargeback.

6. Telehealth Services

Telehealth services, when utilized, are provided in compliance with applicable state regulations. Patients must be physically located in a state where their provider is licensed at the time services are rendered. By participating in telehealth services, you agree to communicate through secure, approved electronic platforms.

7. Patient Responsibilities

By participating in the HEAL Program, you agree to provide accurate and complete medical information, follow recommended treatment plans to the best of your ability, communicate any side effects or concerns in a timely manner, and maintain regular follow-up as advised by your provider.

8. Risks & Informed Consent

Participation in a weight management program may involve dietary changes, physical activity adjustments, and the use of medications when clinically appropriate. Potential risks, benefits, and alternative options will be discussed with you by your provider as part of your care.

9. Privacy & Confidentiality

All services are provided in accordance with applicable privacy laws. Patients will receive a Notice of Privacy Practices outlining how personal health information is collected, used, and protected.

10. Disputes & Chargebacks

In the event of a billing or service-related concern, you agree to contact the practice directly to allow for timely resolution.

Initiating unauthorized chargebacks without prior communication may result in termination of participation in the HEAL Program.

11. Termination of Services

The practice reserves the right to terminate services at its discretion, including but not limited to cases involving non-payment, failure to follow recommended care, abusive or inappropriate behavior, or concerns related to patient safety.

12. Acknowledgment

By enrolling in the HEAL Program, you acknowledge that you are participating in a medical service program, that results are not guaranteed, that you understand what is and is not included in your membership, and that you authorize recurring billing as outlined in this agreement.

Patient Signature

Date