

## DIRECT PLUS MEMBERSHIP TERMS AND CONDITIONS

**The Direct Plus Membership Program is not a health insurance policy.** The membership does not cover any major catastrophic medical care and does not cover services given by emergency rooms, hospitals, or any practices not affiliated with PCP Urgent Care Holdings, LLC, hereinafter referred to as "Patient Plus Urgent Care".

### Membership Benefits

Direct Plus Membership, offered by Patient Plus Urgent Care, entitles Members to receive urgent care services at any of the Patient Plus Urgent Care clinics. The hours of operation are from 9 AM – 9 PM, 7-days a week, 363 days a year on a walk-in or appointment basis.

### Membership Requirements

- A valid photo ID is required to enroll in the Direct Plus Membership Program and is required at the time of service for the verification of identity before receiving services.
- Members agree to allow Patient Plus Urgent Care to communicate with them by email, text, and telephone.
- Anyone under the age of 18 may enroll as a member only if a parent or legal guardian is financially responsible for the minor.
- Members who also have any health insurance plans that Patient Plus Urgent Care is contracted to be a provider for agree NOT to seek reimbursement of payment from their insurance plans for services received under this program.
- **Per CMS (Centers of Medicare and Medicaid services Guidelines), anyone with Medicaid and Medicare cannot become a member of our program.**

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### Membership Fees

The following are membership fees for individuals and families.

- One Person \$20/Month
- Two People \$40/Month
- Three – Four People \$60/Month
- Each Additional Member \$10/Month

The membership is a 12-month contract, beginning on the date of enrollment into the Direct Plus Membership Program. The first month's membership fee must be paid to activate membership, either online or in-person at a clinic with a credit card or auto draft from a valid bank institution. Monthly membership dues are paid by recurring credit card billing or recurring bank draft (checking or savings account) only. At the end of the 12-month contract, recurring payments will continue automatically on a month-to-month basis until cancellation.

### Membership Services

- Medical services at Patient Plus Urgent Care are provided *only within* the scope of urgent care. Patient Plus Urgent Care providers reserve the right to refer ANY Members to other facilities or specialists for further evaluation and treatment as deemed necessary.
- All Members agree to follow our provider's medical advice for their urgent care needs.
- Members may not dictate how our medical providers should diagnose or treat them. Members may not tell the provider what labs, tests, x-rays, or referrals to order or not to order.

### Additional Charges Not Covered by the Membership

The following items have additional charges. Payment at the time of service will be given at a discounted rate.

- DME
- Outsourced Laboratory Services
- Vaccinations
- DOT Physicals
- Drug Screens

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### Direct Plus by Patient Plus Membership Does NOT Include:

- Chronic Pain Management
- Substance Abuse or Withdrawal
- Advanced Psychiatric Problems
- Allergy Testing

### Cancellation & Collection Policy

- Patient Plus Urgent Care is not obligated to repurchase any memberships. Memberships may not be transferred or sold.
- If a member files a chargeback with the bank or credit card company against Patient Plus Urgent Care, and Patient Plus Urgent Care wins the dispute, then the Member will be charged a \$30 chargeback fee plus any dispute related costs including administrative time and charges.
- To cancel or prevent on-going month-to-month automatic draft **AFTER 12-MONTH CONTRACT PERIOD**, please contact our Administration Office at 225-224-8690. **INT:** \_\_\_\_\_
- Cancellation within 30 days of enrollment, if no clinic visits are incurred, will result in a full refund minus the \$20 enrollment fee.
- Cancellation within 30 days of enrollment, if clinic visits are incurred, will result in invoicing for each visit at the self-pay rates or insurance billing rates, whichever is greater.
- Cancellation after 30 days is only available upon the member's change of permanent residence to a location more than 20 miles from a Patient Plus Urgent Care location. Cancellation fee will be 10% of the total contract price or the cost of any visits that were incurred during the membership at self-pay rate, whichever is greater.
- Cancellation will occur automatically for nonpayment after 60 days and Members will be referred to a collection agency for the outstanding balance of the 12-month contract plus the cancellation fee.
- A 35% collection fee, including but not limited to attorney fees and interest will be added to your contract balance.
- Cancellation must be in writing with a 30-day advanced notice prior to renewal and submitted to [membership@patientplusuc.com](mailto:membership@patientplusuc.com) or call our Administration Office at 225-224-8690.

### Additional Terms & Conditions.

- Patient Plus Urgent Care reserves the right to refuse membership to any person for any reason or no reason.
- If any provision of this agreement, or portion thereof, is determined by a court of competent jurisdiction, or declared under any law, rule or regulations of unenforceable, then such provision will, to the extent permitted by the court or government not be voided but will instead be construed to give effect to its intent to the maximum extent permissible under applicable law and the remainder of this agreement will remain in full force and effect according to its terms.
- This agreement constitutes the entire agreement of the parties concerning its subject matter and supersedes all prior or contemporaneous, written or oral negotiations, correspondence, understandings, and agreements between parties concerning its subject matter of this agreement. No supplement, modification, or amendment to this agreement shall be binding unless evidenced by a writing signed by the party against whom it is sought to be enforced. No waiver of any of the provisions of this agreement shall be deemed or shall be binding unless executed in writing by the party making the waiver.
- VIOLATIONS OF RULES AND REGULATIONS: In the event a Member violates any of the rules and conditions of membership herein contained or purposely abuses our clinic visit policy, Patient Plus Urgent Care may terminate this membership immediately. If the terminated Member has prepaid any sum for services, on his written request, the sum is allocable to services less membership fees will be refunded to the Member. Whenever a refund is due to a member from prepaid sum for services not used by the Member, such refund will reflect a portion of the total prepaid sum, not including the initiation fee, in accordance with the monthly dues rates.

I have read and understand this entire agreement. I agree to participate in the Direct Plus Membership Program under such terms and conditions.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_