

Elite Urgent Care Membership Terms and Agreement

1. Program:

The Membership Agreement describes the medical services provided through **Elite Urgent Care, Inc, available to Individuals, Families, and Employers. The following Terms and Conditions** explain how you may purchase a voluntary membership plan. It summarizes the terms and condition of your membership plan. By electing to purchase a membership plan with **Elite Urgent Care-Plus** you are ensuring both you and your family will have **unlimited access to visits** for episodic care with **Elite Urgent Care**. You will enjoy exceptional, affordable, one stop medical care with easy access. Our mission will always be to give you same day access to care when available. The following plans will be available.

All Membership plans offered by Elite Urgent Care are being offered for voluntary enrollment, all plans offer unlimited visits during normal business hours. Memberships are non transferable. **This is not an insurance plan.**

Individual Standard Membership Plan - must be over 18 years old or emancipated Minors and covers Unlimited visits with **50% off all procedures, in house labs, IV's**

Family Standard Membership Plan - Family is considered any two persons who are co-habiting, their dependents can be added up to the age of 25, additional charges may be incurred depending on number of dependents, covers **Unlimited visits with 50% off all procedures, in house labs, and IV's**, Parents and Grandparents are not included and must maintain their own plan.

Platinum Individual Membership Plan – same as above Individual Plan and

Unlimited visits and all procedures, in house labs, IV treatments, all covered, outside labs substantially discounted

Platinum Family Membership Plan – same as above Family Plan and covers ***Unlimited visits and all procedures, in house labs, IV treatments, all covered, outside labs substantially discounted***

Elite Urgent Care-Plus is not insurance, Services provided by the retained Medical Practice cannot be billed to any insurance, and your Membership fees cannot be applied to your insurance deductible.

A patient must pay for all services not specified in the ***Elite Urgent Care Membership Agreement***. All Diagnostic testing i.e. X-rays, CT scans, MRI scans and Ultrasounds along with lab-work not performed at Elite Urgent Care, i.e. Quest Diagnostics, Lab Corp will be a patient responsibility. All diagnostic testing and outside labwork has Elite Urgent Care Specialty Pricing, All prescription medications are patient's responsibility. Elite Urgent Care currently charges \$125 per cash pay visit, soon to go up to \$150 per visit, Members will never pay this visit charge. Membership gives you Unlimited visits all covered in your plan.

2. Elite Urgent Care- Plus Cancellation Policy

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An Individual Membership Plans who have **not used** any of ***Elite Urgent Care-Plus's*** services can cancel at any time with written notice. Cancellation will be effective at the end of the cycle month in which you are cancelling. An individual member who has had one (1) visit with ***Elite Urgent Care*** can cancel his/her membership after six (6) months with written notice. A member who has two

visits may only cancel after 12 months, a member with a **major procedure***** can only cancel his membership after one full year with written notice.

Family Membership Plans who have not used any of **Elite Urgent Care's** services can cancel their membership at any time with written notice. A Family Membership who has used (1) visits to **Elite Urgent Care** may cancel their membership after (6) months. A Family Membership Plan who has had two visits to the Urgent care may only cancel after 12 months, members with a major procedure may only cancel membership after a 12 months **with written notice**. A Family Membership Plan who has used (2) or more visits with **Elite Urgent Care** may cancel their membership only after (12) months with written notice. A Family Membership who has one major procedure may only cancel after 12 months.

Elite Urgent Care, may cancel an Individual or Family **Elite Urgent Care** Membership within ten (10) business days following notification of failure of a credit or debit card transaction. Visits to the Urgent Care will be suspended until account is brought back into good standing. Patients will be billed for the term of their contract depending on number of visits used.

*****Major procedures consist of:**

Lacerations

Abscess Drainage

Epidermal Cyst removal

Ingrown toe-nail procedures

Foreign Body removal

Eye, Ear, Nose, Orifice, Skin

Thrombosed hemorrhoid evacuation

Joint Aspirations

IV fluids administration

IV medication administration

Fracture management

Fiberglass Splint placement

Reduction of dislocations

3. SCOPE OF SERVICES COVERED BY THIS AGREEMENT:

***Elite Urgent Care* agrees to provide the following services and amenities to *Elite Urgent Care* members:**

Unlimited visits to the urgent care for episodic care for you and your family, we offer state of the art urgent care services, open seven days a week. Your membership will only be limited by the procedures you may need. If you have a **Platinum Plan** you will also have **Unlimited Procedures and IV treatments**. Our mission is to strive to give you same day care when available. Some major procedures may need to be scheduled to guarantee best results.

Platinum Members will enjoy **Telemedicine Visits** at \$49 per virtual visit along with their Unlimited clinic visits. Telemedicine visits for basic membership plans will also be for \$49 per virtual visit. Telemedicine visits are available during office hours only. Elite Urgent Care Inc. takes great pride in the selection of highly experienced and dedicated staff members who are committed to delivering the

highest level of medical care. We pride ourselves on delivering **timely access** to medical care in a **state-of-the-art facility**. *Telemedicine prices are subject to change in 2020.*

Open every day except for Thanksgiving and Christmas Day, some other holidays may have reduced hours. Please refer to our Website at ***Eliteurgentcare.com*** for special hours for other national holidays.

No appointment is required, walk-ins welcome and online real time check-in is always available. Telemedicine virtual visits are available as discussed in your membership plan.

Elite Urgent Care is centrally located in Modesto Ca. More locations to come in the coming year, we are committed to our members and their access to care.

All procedure fees will be based on the plan selected, **Platinum Members** have no charges for procedures, Individual and Family plans which are not platinum enjoy **50% off the all procedures and labs performed in house.**

Urgent Care facilities can see you for a chronic care problem, if your primary care provider does not have the ability to see you, but it is always best to maintain a primary care physician for your chronic care needs. Membership Care is intended to give you back access to episodic healthcare when you need it. Patients with **multiple chronic comorbidities** may not be candidates for this type of membership care because they will be better suited to see a primary care physician who can manage more efficiently their global healthcare. **Therefore, we reserve the right to withhold membership privileges to patients with multiple uncontrolled co-morbidities who would be better served by a Primary Care**

Physician. Patients who have multiple uncontrolled comorbidities who sign up on-line will be asked to come in for evaluation for this program at no charge to them.

Institution of In-home care paperwork, DME paperwork or Disability paperwork is **not** in the scope of care offered in Membership Care, this again would be the role of a primary care physician. Chronic wound care is also not in the scope of Membership Care and would be directed to a Wound Care Clinic.

A full list of covered services and member services will be available on our website. ***Eliteurgentcare.com*** or you can leave inquiries and questions at

drbasi@eliteurgentcare.com

Elite Urgent Care is designed to give you access to quality episodic healthcare again, it is **not an INSURANCE PLAN**, but instead a Membership Plan.

4. MEMBERSHIP PAYMENT:

NORMAL MEMBERSHIP RATES

Standard Membership Plans

For the above services and amenities, cost for **Individual Membership Plan** will be **\$75** per month with payment made by ACH with a valid credit or debit card. Cost for a Family Plans depends on the plan chosen, the cost for two-person **Family Membership Plan** is **\$105**, three-person Family Membership Plan is **\$135**, four-person Family Membership Plan is **\$165** per month all with ***unlimited visits per month, and 50% off all procedures. \$30 facility fee due for each visit***

Normal Pricing for Standard Membership

Individual Membership Plan for \$75 per month

Family Membership Plan for 2 persons \$105 per month

Family Membership Plan for 3 persons \$135 per month

Family Membership Plan for 4 persons \$165 per month

Family Membership Plan for 5 persons \$195 per month

Family Membership Plan for 6 persons \$225 per month

Platinum Plan Members with Individual membership will enjoy unlimited visits and procedures for **\$100** per month. 2 Person Platinum Family Membership **\$150** per month, 3 Person Platinum Family Membership for **\$200** per month, 4 Person Platinum Family Memberships are **\$250** per month with unlimited visits and procedures.

Normal Pricing for Platinum Membership

Platinum Individual Membership Plan for \$100 per month

Platinum Family Membership Plan for 2 persons \$150 per month

Platinum Family Membership Plan for 3 persons \$200 per month

Platinum Family Membership Plan for 4 persons \$250 per month

Platinum Family Membership Plan for 5 persons \$300 per month

Platinum Family Membership Plan for 6 persons \$350 per month

Platinum Family Membership Plan for 7-10 persons \$450 per month

LIMITED TIME SPECIAL PRICING!!!!!!!!!!

Patient signing up for **Elite Urgent Care Membership Plans** will enjoy a time **limited Special Pricing** : Members who are signing up currently will enjoy the following pricing, Individual Membership Plan **\$45 per month**, two-person membership Family Plan for **\$70 per month**, three-person Family Membership Plan for **\$95 per month**, and a four-person Family Membership Plan for **\$120 per month**, all with *unlimited number of visits per month. 50% off all procedures, in house labs. All members will owe an initial one time \$50 dollar registration fee.*

Special Standard Membership Pricing

Standard Membership Plans: *(Unlimited visits and 50% off all procedures and in-house labs. (\$20 facility fee per visit)*

Individual Standard Membership Plan for \$45 per month

Family Standard Membership Plan for 2 persons \$70 per month

Family Standard Membership Plan for 3 persons \$95 per month

Family Standard Membership Plan for 4 persons \$120 per month

Family Standard Membership Plan for 5 persons \$145 per month

Family Standard Membership Plan for 6 persons \$170 per month

(No Family Plan will be available over 6 people)

Special Platinum Membership Pricing

Platinum Membership Plans: (Unlimited Visits and Unlimited Procedures, and in house labs) \$50 one time registration fee per person

(\$15 facility fee per visit waved)

Platinum Individual Membership for \$75 per month,

Platinum Membership for 2 persons for \$100 per month

Platinum Membership for 3 persons for \$125 per month

Platinum Membership for 4 persons for \$150 per month

Platinum Membership for 5 persons for \$175 per month

Platinum Membership for 6 persons for \$200 per month

(No Family Plan will be available over 6 people)

REGISTRATION FEE

A **one-time fee for processing the application and registration** For Standard Plans one-time registration would be \$50 per person, and for all Platinum Plans one-time registration fee would be **\$50 per person**

STANDARD PLAN REGISTRATION FEE \$50 per person

PLATINUM PLAN REGISTRATION FEE \$50 per person

5. TERM and MONTHLY PAYMENTS:

The membership period is 12 months. A membership renewal reminder will be sent out in the last quarter of the membership year. Membership will

automatically be renewed during the last month of the membership year for the following year. **Termination** of the ***Elite Urgent Care Memberships*** can be made by the patient in writing and must be received 60 days in advance of the annual contract renewal date. Members may also change their preferred form of payment by giving 30-day notice. Membership will be effective upon completion of membership application/ACH authorization form, with subsequent approval and completed first month's payment and applicable registration fee. Subsequent monthly payments will continue by automated credit or debit transaction. Should the transaction fail, the member will be notified by email and will be solely responsible to correct the reason for transaction failure. The member will not be charged a reapplication fee if the error is corrected within ten (10) business days from date of email notification of credit/debit transaction failure. In the event that transaction failure is not corrected, member will be sent 2 separate emails urging them to correct the transaction error. If account remains delinquent thereafter pt will be sent bill for remaining balance for the term followed by sending **delinquent account to collections**.

5) CANCELLATION POLICY:

An individual member who has not used any of ***Elite Urgent Care Membership*** services can cancel at any time with written notice. An individual who has only had one (1) visit at ***Elite Urgent Care-Plus*** can cancel his/her membership after six (6) months with written notice.

A Family Membership Plan that has not used any of ***Elite Urgent Care Membership*** services can cancel their membership at any time with written notice. A Family Membership Plan that has only used (1) visits with ***Elite Urgent Care-Plus*** may cancel their membership after six (6) months with written notice. A Family Membership with at least (2) visits may only cancel their Family Membership only after (12) months with written notice.

Patients who need a major procedure after being evaluated in the clinic and decide they want to sign up for an Individual or Family Membership Plan, or patients who need a major procedure performed and sign up for a Membership Program on line and come in for their first visit for the procedure will be limited to signing up for a Platinum Plan with semi-annual payment plan.

Elite Urgent Care may cancel an Individual or Family Membership Plan within ten (30) business days following notification of failure of ACH transaction or credit card failure. Visits to the Urgent Care will be suspended until account is in good standing. Patient's will be billed for the term of their contract based on type of membership. Members can be sent to collections for delinquent accounts, we sincerely hope this never becomes necessary.

After (30) business days, the patient's membership which has been canceled for this reason by **Elite Urgent Care** may be reinstated with a valid credit or debit card entry and the payment of a reinstatement fee of \$50.0 Special pricing will remain in effect if the Membership is reinstated within 30 days of being delinquent. **After 30 days of being delinquent members will lose their special pricing**, membership plans can still be available at the current normal rates listed above.

Unlimited Health Care Visits is a privilege and can be an essential tool to helping you meet your health care needs. It is especially helpful in bringing needed care for those with chronic health care issues. **Elite Urgent Care** reserves the right to terminate membership contracts for **multiple medically unnecessary health care visits. Our mission is to return healthcare access to all patients in need of healthcare in an efficient, coordinated and timely manner. Timely access to health care is our most important mission.** In order to perform the goals of our

mission it may be necessary to try to change aberrant behavior of patients who have too many chronic, medically unnecessary visits, patients will be given multiple opportunities to correct behavior before receiving a 30-day notice of termination. We sincerely hope that this action will never be necessary. In times that this becomes necessary any prepaid payments will be returned minus current billing.

In the event ***Elite Urgent Care*** is unable to provide services as promised for any reason, ***Elite Urgent Care*** will refund monthly membership fees back to the patient or family retroactively to the first day of the month in which ***Elite Urgent Care*** was unable to provide services as promised.

In the event more patients sign up for membership than ordinarily anticipated, enrollment for further patients may be suspended for a given period so that we can continue to give promised access to care for all members. This will never affect patients who have already enrolled in membership plans.

We the staff at *Elite Urgent Care* look forward to exceeding expectations for your medical needs by providing you with exceptional, compassionate, affordable, health care with timely access to the Medical care you and your family deserve. We are tremendously excited to welcome you back to *true timely access* to medical care.

I have read and accept the terms and conditions of the ***Elite Urgent Care*** Membership Agreement (click "Accept" below if you agree with the above terms.)

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