

TERM OF SERVICES:

KonnectMD is not insurance and can not be used for "in-person" visits and major medical issues.

The KonnectMD services provide the following to the user, their spouse, and legal dependents, the following:

1. KonnectMD provides access to licensed physicians, providing Cross-Coverage Consultations. The Provider recruits and credentials the physicians to provide patient and physician interaction. The physician diagnoses the patient's ailment, makes recommendations, and, if necessary and appropriate, writes a Non-DEA controlled prescription and operates within the state regulations. Each physician shall be licensed to practice medicine, technologically proficient, and covered by medical malpractice insurance.
2. Solely concerning Telephone and Video Consultations, the Program includes the following services:
 1. Unlimited access to Telephone and Video Consultations and health information services provided by a physician licensed in the state where the member is located. This access shall be available 24 hours daily, 365 days per year.
 2. Once a member has scheduled a Telephone Consultation, a licensed physician in the respective state will contact the member within two hours.
3. If a Member requests a Video Consultation, it will be scheduled, and an appointment reminder notification will be sent before initiating it. To begin the Video Consultation, the Member will access the consultation within the KonnectMD member health portal using their secure member log-in.

The licensed physician shall:

- a. Conduct a medical consult to evaluate the Member's medical needs; and
 - b. Based upon the medical consult, respond to the call as follows:
 - i. Determine that the call is a life-threatening emergency and direct the Member to the nearest emergency facility;
 - ii. Determine that the call is urgent but not a life-threatening emergency, and advise the Member on how to treat the condition, prescribe medication as necessary that is electronically sent to the pharmacy of the member's choice, and determine whether the Member should contact or page their primary care physician; or
4. The Parties understand that the licensed physicians will not prescribe DEA-controlled substances, narcotics, psychotropic medications, or lifestyle drugs.
 5. Members must complete the necessary steps to create a doctor/patient relationship to receive medical consultations via Telephone or Video. Those steps include the following:

1. Completing a Medical History Disclosure within the member's Health Portal or by telephone with a designated Care Coordinator.
2. Agree to the Informed Patient Consent and Release Form confirming an understanding that The Provider is not obligated to accept the Member as a patient, and the Member's participation in the Program may be canceled at any time without recourse by the Member; and
3. The Member also acknowledges that the Program provides Cross-Coverage Consultations when the Member's primary care physician is unavailable.

DESCRIPTION OF SERVICES:

Virtual Urgent Care-

(Get an in-depth phone consultation with a physician. When appropriate, obtain medical advice, recommendations, diagnoses, and prescription medication ANY TIME, 24/7, 365 days a year.)

Virtual Behavioral Health-

(Behavioral Health Virtual Counseling offers support with mental, financial, physical, and emotional well-being ANY TIME, 24/7, 365 days a year.)

RX Discount Card- (included)

(Save up to 80% off regular prescription costs.)

KonnectMD RX Program- (*if purchased)

- [No-Cost Immediate Need Meds](#)
- [No-Cost Maintenance Meds](#)
- [Diabetes Program](#)
- [Savings Over the Counter Meds](#)

Dental, Vision, Chiropractic, Labs, Diabetic & Home Medical Supplies- (*if purchased)

The member will get a list of providers, but it's their responsibility to verify participation and pay for services received. Program savings are based on usual fees, but actual savings may vary. Discounts can't be combined with other network programs. Providers are solely responsible for quality and can modify the benefits and savings anytime.

MONTHLY SUBSCRIPTION FEE & TERM.

Once you select a plan, the monthly fee will be automatically charged until you decide to cancel or if the payment method is unsuccessful.

The duration of this Agreement shall be Month to Month. Starting the Effective Date or the requested initial billing date (the "Initial Term") shall automatically renew for successive monthly terms unless the subscriber requests termination. The subscriber can request termination without penalty.