

HVH Complete Membership Terms and Conditions

This Application and Agreement (“Agreement”) describes the terms under which the undersigned (“You” and “Your”) may participate in HVH COMPLETE offered by HorizonView Health (“HVH” or the “Practice”).

1. HVH COMPLETE: HorizonView Health’s ‘HVH COMPLETE’ is open only to individuals who are enrolled patients of the Practice. HVH COMPLETE members will be entitled to the benefits and services described herein.

2. HVH COMPLETE Benefits and Services: The Practice will provide HVH COMPLETE members with the benefits and services described in Appendix A. These benefits and services are over and above the services covered by insurance. The Practice reserves the unrestricted right to change the scope and composition of HVH COMPLETE benefits and services from time to time in its sole discretion based on many factors, which may include the experience and expressed desires of the HVH COMPLETE members. The Practice will notify HVH COMPLETE members of any such changes.

3. HVH COMPLETE Fees and Payment Options: Your membership in HVH COMPLETE (“Membership”) is in effect from the date Your application is accepted by the Practice and will continue in effect indefinitely unless and until terminated by either You or the Practice as provided by Paragraph 8 below. Membership fees for HVH COMPLETE are as follows (“Membership Fees”):

a. **Adults** **\$240 per year.**

b. **Children ages 0 – 25 years** **\$25 per year.**

- During each annual membership year, the membership fees are guaranteed and will not be increased. Membership Fees may be adjusted at the beginning of any succeeding annual membership year. Payments may be made by credit card, check or by debit. HVH Complete Membership Fees are due by the last day of Your enrollment month. A confirmation of your payment will be sent once your transaction has been successfully processed.

4. HVH COMPLETE benefits and services are not covered or paid for by health insurance: Fees for HVH COMPLETE do not cover any medical or health care services covered by Your health insurance.

5. HVH COMPLETE is not health insurance: You (or Your insurance company) will be financially responsible for all billable medical and health care services received from the Practice or its staff. If You have health insurance, the Practice will bill Your health insurance (under most circumstances) for those healthcare services furnished to You and covered by Your insurance. You are financially responsible to the Practice for any patient responsibilities such as co-payments, co-insurance, or deductible amounts due under Your insurance, and for medical and healthcare services which are excluded from Your insurance coverage. Nothing in this agreement supersedes or modifies the terms or conditions of any agreements relating to Your insurance.

6. Protection of Your Health Information and Communications: As with your healthcare, HVH Complete Membership is committed to protecting your PHI from unauthorized use. The Practice is

also subject to Revised: 5/2024 federal regulations under the Health Information Portability and Accountability Act (HIPAA). We follow HIPAA rules and protect your private health information. However, please note that electronic communication (texts, email, etc.) can carry risks. While we take precautions, we encourage you to use secure platforms like MyChart for private medical communication. We are required by law to maintain the privacy of our patients' protected health information and to provide patients with notice of our legal duties and privacy practices with respect to protected health information. We are required to abide by the terms of this Notice for as long as it remains in effect.

7. Mutual Satisfaction and Membership Termination: If You are not satisfied for any reason with Your HVH COMPLETE Membership, you may at any time withdraw Your Membership and terminate this Agreement. HVH Complete Membership fees will be refunded if termination is within 90 days of enrollment/renewal at a prorated amount. The Practice may also terminate this Agreement and Your status as a HVH COMPLETE member by providing 30 days prior written notice to You, if: (a) You fail to pay the Membership Fees when due (by the last day of your renewal month); (b) You fail to abide by the terms and conditions of Your insurance coverage(s), if any; or (c) You fail to abide by this Agreement or the policies of the Practice.

8. Enrollment: Your membership in HVH COMPLETE becomes effective when any of the following occurs: (a) You agree to the terms and conditions of this Agreement through an online purchase on the secure portal at www.horizonviewhealth.com; (b) You agree to the terms and conditions during a telephone transaction facilitated by a duly authorized representative of the Practice; or (c) The Practice receives your payment by mail (via USPS). This Agreement becomes effective upon the Practice's acceptance of your payment.

9. Personal Provider: You may choose a primary provider at HVH, but your membership covers visits with any provider at the clinic. If your chosen provider isn't available, another qualified HVH provider will care for you.

10. Governing Law: This Agreement shall be governed by and construed in accordance with the laws of the State of Washington, and if a provision is held to be invalid or unenforceable, the remaining provisions shall nevertheless continue in full force and effect, unless the provisions held invalid or unenforceable shall substantially impair the benefits of the remaining portions of this Agreement.

AGREEMENT TO PARTICIPATE IN HVH COMPLETE

By submitting payment for the HVH COMPLETE Membership, you agree to participate in the program and accept its terms and conditions.

Appendix A

HVH COMPLETE is designed to allow the providers and staff of HorizonView Health the ability to provide care beyond the covered benefits offered by Your health insurance. These extra benefits include:

Same Day Visits: HVH Complete Membership allows Your provider to have time slots built into their schedules for same day, acute appointments. These are on a first come, first serve scheduling basis, and are not always guaranteed. It is recommended to contact us in the morning should You need to schedule.

Communications: HVH Complete Membership allows You to communicate with the office staff via MyChart. Message your care team securely for quick questions, refill requests, appointment scheduling, or to share medical photos.

Extended Appointments for Multiple Medical Problems: HVH Complete Members now have longer appointment times to address multiple concerns or conditions. Annual physical and wellness exams will also be given extended appointments.

Health Blog Posts and Instagram Messages: HorizonView Health sends out weekly health and clinic related information through IG and Facebook. HVH also posts blogs on their website www.horizonviewhealth.com. This correspondence keeps members up to date with valuable information so You can make the best health decisions for You and Your family.

Phone Triage: HVH Complete Membership allows for phone communications with clinical support staff (different than Telemedicine services) including treatment recommendations for non-complicated problems during business hours, if appropriate. This tends to be based upon Your medical history and the current problem. This is especially beneficial for those who may be traveling or are out of town.

Prescription Refills: HVH Complete Membership strives to provide You with up to a years' worth of refills for Your prescription medications. This is dependent upon certain factors including the class of medication, diagnoses, and Your compliance with office visits.

Completion of Administrative Forms: HVH Complete Membership allows our office staff to complete different administrative forms for You without an office visit, when appropriate. Some of the forms included may be jury duty excusals, disabled parking renewal forms, and medication appeals. Completion of these forms is not covered by your insurance. Please note that some forms, such as FMLA, L&I, and Life Insurance, may require an office visit due to the depth and breadth of information required.

Priority Access to "The Spa by HorizonView": Enjoy VIP treatment at our Med Spa and sister company, The Spa by HorizonView. HVH Complete Members receive 10% off regularly priced retail products plus priority access to special events throughout the year.