

P R I M E

FOR MEMBERS

Membership Terms

What a PRIME membership includes, how it is billed and renewed, how to pause or cancel, and the rules we both agree to.

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The membership

A PRIME membership is a physician relationship: scheduled visits with your physician, a written protocol managed over time, secure messaging for non-urgent questions, review of your laboratory results, and coordination of labs and pharmacy through the practice.

Membership is billed at \$2,400 per month. Your first physician consultation is complimentary; membership begins when you and your physician decide to proceed.

What is not included

- Laboratory tests and medications. These are priced per order by the practice and shown to you before you pay (see the Pricing & Payment Policy).
- Care outside the practice: emergency care, hospital care, imaging, procedures, and specialist visits that PRIME coordinates but does not provide.
- Any guarantee of a particular prescription or outcome.

Billing and renewal

Membership renews automatically each month on your billing date and is charged to the payment method you provide, until you cancel. You will see the price, the renewal date and how to cancel before you start, in your portal, and on every receipt.

If a payment fails we will notify you and retry for several days; care continues during that time. If payment cannot be collected, the membership pauses until it is resolved.

Pausing and cancelling

You can cancel or pause at any time from the billing page in your portal, in one step, without calling anyone. Cancellation takes effect at the end of the current billing period; you keep access until then. Details are in the Cancellation, Pause & Refund Policy.

Eligibility

Members must be at least 18 years old and reside in a state where PRIME has a licensed physician available. The practice reviews every application and may decline or end a membership where care through telehealth is not clinically appropriate, with a referral to suitable care.

Your responsibilities

- Provide accurate health information and keep it current.
- Attend scheduled visits or cancel in advance through the portal.
- Use secure messaging for care questions and call 911 for emergencies.
- Keep your sign-in credentials private.

Medical disclaimer and liability

Information on the PRIME website and in the programs catalog is general education, not medical advice; your care is directed by your physician. PRIME's liability to you is limited to the membership fees you paid in the twelve months before a claim, except where the law does not allow such a limit.

Changes and law

We may update these terms with notice in your portal; continued membership after the effective date is acceptance. These terms are governed by the laws of [State], and disputes are resolved in its courts unless the law requires otherwise.

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