Premier Discount Program
Discount Medical Program

BenefitsPartners
Membership Agreement

Group Name: Ellwood City Area Chamber of Commerce
Member ID: SAMPLE
Member Name: JOHN O CUSTOMER
14240 PROTON RD
TALLAHASSEE FL 32399
Term: This plan renews monthly automatically.
Effective Date: 01/15/2003
Plan Name: SAMPLE
Membership Fee: $XX.XX/MONTH

Discount Medical Fee: $XX.XX
Non-Medical Fee: $XX.XX
Association Membership Fee: $XX.XX
Dependent Fulfillment: $3.95 (if ordered)
ONE-TIME APPLICATION FEE: $3.95

Discount Medical Plan Organization: New Benefits, Ltd
Attn: Compliance Department
P.O. Box 803475
Dallas, TX 75380-3475

For assistance and plan information call: 800.800.7616

For plan information, to change your mode of payment, to add family members or for any other assistance please call the customer service number located on the back of your membership card.

All documents contained herein (i.e. Terms and Conditions and Member Benefits) are hereby attached to and made a part of the Membership Agreement.

DISCLOSURES:
1. This plan is not a health insurance policy.
2. This plan provides discounts at certain healthcare providers for medical services.
3. This plan does not make payments directly to the providers of medical services.
4. The plan member is obligated to pay for all healthcare services but will receive a discount from those healthcare providers who have contracted with the discount plan organization.

Cancellation Policy:
To terminate or cancel the member agreement please call the number above or send a written cancellation notice to the Discount Medical Plan Organization at the address provided above. This notice must be submitted at least three (3) days prior to your next scheduled payment date. This agreement can be cancelled for non-payment. If the discount medical plan organization cancels a membership for any reason other than nonpayment of fees by the member, the discount medical plan organization shall make a pro rata reimbursement of all periodic charges to the member.

30-day Money Back Guarantee:
If you cancel for any reason within 30 days after the effective date, you will receive a full refund of paid membership fees excluding the one time application fee.

Issue Resolution:
For any concerns or complaints when using the membership card, please call the number above for immediate assistance. Your issue will be researched and a resolution reached within 3 business days.

THIS PLAN IS NOT INSURANCE
We are delighted to welcome you to your benefits program! You can begin saving time and money immediately by using the membership cards included with this booklet.

Everything you need to know is included in this kit, but you’re welcome to contact our Member Support Team at the number on your card Monday through Friday, 7:00 am to 7:00 pm and Saturday, 8:00 am to 5:00 pm Central Time if you have any questions or need additional information. You may also visit MyMemberPortal.com for a full online experience.

Keep in mind this membership is NOT insurance. It’s a simple, easy to use savings program for you and your family (legal dependents).

Please take a moment to familiarize yourself with the instructions in this booklet and on MyMemberPortal.com. The more informed you are, the more often you will remember to take advantage of the tremendous savings your new membership card offers!

We want to make you happy and know you’ll enjoy everything this program has to offer but if for any reason you’re not satisfied with your membership, please call the number on the back of your card so we can make it right.
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Limitations, Exclusions and Exceptions

1. Member is defined as primary member, spouse, and all legal dependents.

2. Providers are subject to change without notice. Programs may vary in some states. Providers and locations may be removed from the network at any time.

3. This is a discount program only. The program may be cancelled or modified at anytime. You will receive notice if the plan is cancelled or materially modified.

4. Normal business hours are Monday through Friday, 7:00 am to 7:00 pm and Saturday, 8:00 am to 5:00 pm Central Time.

5. The discount company will not reimburse or pay any portion of any provider’s fees. These benefits may not be used with any other discount plan or program. Listed or quoted prices are subject to change without notice.

6. Providers may offer products or services to the public at prices lower than the discounted prices. In such event, members will be charged the lower price.

7. Savings are based on the provider’s normal fees. Actual savings will vary by location and the services or products purchased.

8. This discount program is a referral plan, and makes no warranties concerning the quality of care received. Providers are responsible for the professional advice and treatment provided to members.

9. The plan is not insurance coverage and does not meet the minimum creditable coverage requirements under the Affordable Care Act.
Register on MyMemberPortal.com. To create an account, enter the Member ID and Group ID found on the front of your membership card. The email address used to register will become your login for the site.

Read the enclosed benefit descriptions and follow the instructions to use each benefit. Remember, your legal dependents can use the membership and do not need a separate card.

Keep your membership card handy at all times to access important phone numbers and websites to use your benefits.

If you have any questions on how to use your membership, call our Member Support Team at the number listed on your card for prompt, friendly assistance. Our offices are open Monday through Friday, 7:00 am to 7:00 pm and Saturday, 8:00 am to 5:00 pm Central Time.
HIGHLIGHTS

- 24/7 access to a doctor online or by phone
- Fast treatment – Teladoc doctors respond within 10 minutes, on average
- Talk to a Teladoc doctor from anywhere: at home, work, or while traveling
- Request a visit as soon as a doctor is available or schedule an appointment at a more convenient time
- Teladoc app available in the App Store and Google Play
- Save money by avoiding expensive urgent care or ER visits
- Teladoc visits are $0
- Teladoc treats conditions like:
  - Cold and flu
  - Bronchitis
  - Respiratory infection
  - Sinus problems
  - Allergies
  - Urinary tract infection
  - Poison Ivy
  - Pink eye

continued on the next page
SET UP YOUR ACCOUNT (Required)
Follow the steps below to set up your Teladoc account.

HOW TO USE
掞 Log on to MyMemberPortal.com, click Teladoc and follow the instructions to set up your Teladoc account
- Be sure to enter your name and Member ID exactly as it appears on your membership card
- Create a unique username and password for your Teladoc account to secure your personal health information
掞 Complete your Medical History before requesting a visit
掞 To add dependents, click My Family, Add A Dependent (adult dependents will receive an email with a unique username—they must log on to their own account to complete their Medical History before requesting a visit)
掞 Click Request a Visit from your Teladoc account or call 855.VIP.Docs (855.847.3627) to speak with a doctor 24/7
掞 You can also download the Teladoc app from the iTunes App Store and the Google Play Store
- Detailed instructions available on MyMemberPortal.com
掞 Based on treatment protocols, doctors may not prescribe an antibiotic for viral illnesses such as most colds, sore throats, coughs, sinus infections and the flu. Doctors may suggest alternative treatment options such as a prescription for symptom relief or over-the-counter medication.

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HIGHLIGHTS

Health Advocacy

• Untangle medical bills and insurance claims
• Clarify benefits and answer questions about tests, treatments and medication options
• Coordinate care among multiple providers
• Assist with eldercare and related healthcare issues
• Arrange second opinions and transfer medical records

Medical Bill Saver™

• Skilled negotiators will attempt to negotiate discounts on medical and dental bills on your behalf, no matter your benefit status
• Negotiate payment arrangements with providers and find options for non-covered services

Nurseline™

• Registered nurses ready to answer your calls 24/7/365
• Detailed information on a range of concerns including appropriate treatment options for minor emergencies or illnesses
Health Advocate™ Solutions

HOW TO USE

✦ Call 866.272.6009 Monday to Friday, 9:00 am to 10:00 pm Central Time to speak with a Personal Health Advocate, or speak to a registered nurse 24/7

✦ Log on to MyMemberPortal.com and click Health Advocate™ Solutions to access general health information

✦ You may need to submit a signed General Authorization Form before an advocate can work on your behalf

✦ You can also download the Health Advocate app from the iTunes App Store or Google Play Store
  - You will need to enter “Health Services” in the member login field to use the benefit

The Health Advocate program is not health insurance. Health Advocate provides administrative, informational and referral type services through its employees. Health Advocate does not provide medical services and does not recommend treatment. Independent healthcare practitioners, who are not Health Advocate’s employees or agents, provide all medical services.

VERY IMPORTANT:
In life-threatening emergencies, call 911 or go directly to the nearest hospital emergency room for treatment. If 911 is not available in your area, call the local police/fire department or go directly to the nearest hospital or emergency room.
Pharmacy

HIGHLIGHTS

- 10% to 85% off most medications
- Thousands of participating pharmacies including Walgreens, Walmart, Target, Rite Aid and CVS
- Online pricing tool – myrxprice.com

HOW TO USE

مرافق
Visit MyRxPrice.com or call 800.800.7616 Monday to Friday, 7:00 am to 7:00 pm and Saturday, 8:00 am to 5:00 pm Central Time to find a participating pharmacy and compare prescription prices by location

 الثقيلة
You can also log on to MyMemberPortal.com, click Pharmacy and follow the instructions to use this benefit

 تعيين
Present your membership card and prescription at the pharmacy to receive the lowest price
Doctors Online
powered by eDocAmerica

HIGHLIGHTS

• Email access to the eDocAmerica medical team
• Phone access to medical team through eDocVoice
• Smartphone App (iPhone/Droid) access to the medical team
• Ask any medical or health questions and always get personal, direct answers
• 3D Video Library with more than 250 videos
• Weekly Health Tips emails from physicians
• Healthy Lifestyle Assessment to help you monitor your current health status
• Personal Health Record provides secure storage for your health information
• All services are unlimited, confidential, and include the entire immediate family

HOW TO USE

✦ Log on to MyMemberPortal.com, click Doctors Online and follow the instructions to create an account
✦ After registration, choose the professional you want to contact for medical advice and information
HIGHLIGHTS

• Website tools help you balance your work and family responsibilities
• Confidential, personalized phone consultation includes a customized referral packet with detailed provider profiles, educational notes and guidebooks
• Worklife Services helps to:
  • Find a nanny, family care home or childcare center for an infant or toddler
  • Find after-school programs and summer camps for children
  • Find care, transportation and housing options for older adults
  • Make transportation arrangements for a disabled elder who is living alone in another state
  • Learn about services and programs for disabled children and adults
  • Find care for a child or adult with a debilitating disease

HOW TO USE

✅ Log on to MyMemberPortal.com, click Worklife Services and follow the instructions to access resources, tools and webinars

✅ Call 888.575.4200 to speak with a counselor 24/7
Below is a partial list of providers closest to your zip code. For additional participating providers, please call the toll-free number found on the back of your membership card or log on to MyMemberPortal.com. Please call to verify participation prior to visiting the provider’s office. Information is accurate at the time of publication but is subject to change.

**Pharmacy**

Famu Pharmacy  
438 W Brevard Street  
Ste 11  
Tallahassee, FL 32301  
Telephone: (850) 412-5490

Cvs Pharmacy 01256  
1300 Apalachee Pkwy  
Tallahassee, FL 32301  
Telephone: (850) 877-5168

Yourx Patient Pharmacy At Bond  
1720 S Gadsden St  
Tallahassee, FL 32301  
Telephone: (850) 521-5112

Cvs Pharmacy  
2120 Apalachee Pkwy  
Tallahassee, FL 32301  
Telephone: (850) 671-2049

Lake Ella Pharmacy  
2525 S Monroe St Ste 6  
Tallahassee, FL 32301  
Telephone: (850) 270-9424
Attention Members:

Now that you're a member, please read the enclosed materials carefully!

T:M-NFP558-0

JOHN Q CUSTOMER
14240 PROTON RD
TALLAHASSEE FL 32399