

AMERIPLAN
TeleMedicine
*"It's like having a doctor in the family" **plus***®



TeleMedicine



Prescriptions

Member Guide

AMERIPLAN
TELEHEALTH PLUS
IS
NOT INSURANCE.

IT IS A
DISCOUNT MEDICAL
PLAN!

YOU **MUST** USE AN
AMERIPLAN®
PROVIDER AND
PAY WHEN YOU
RECEIVE SERVICES.

DISCLOSURES TO CONSUMERS:

- This Plan is NOT Insurance.
- The Plan provides discounts at certain healthcare providers for medical services.
- The Plan does NOT make payments directly to the providers of medical services.
- 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 Medical Plan Organization.
- Name, address and specialty of discount medical card program providers in your service area are available before purchase and upon request by logging on to www.ameriplanusaprovidersearch.com or calling the AmeriPlan® Consumer Information Center at 1-800-647-8421.

AmeriPlan® Corporation
5000 Legacy Drive Suite 300 • Plano, Texas 75024
A DISCOUNT MEDICAL PLAN ORGANIZATION

Louisiana Residents Only:

La.R.S. 22:1260.7.(C)(1)(b) – The range of discounts for medical services provided under the plan will vary depending on the type of provider and medical service received.

La.R.S. 22:1260.7.D.2.k – If the member remains dissatisfied after completing the organization's complaint system, the plan member may contact the state insurance department.

Oklahoma Residents Only:

If you cancel your membership within the first thirty (30) days of receipt of the discount card and this Membership Information Guide, you will receive reimbursement of the periodic charges you paid. The return of all periodic charges will be made within thirty (30) days of the date of cancellation. If all periodic charges have not been paid within thirty (30) days, interest shall be assessed and paid on the proceeds at a rate of the Treasury Bill rate of the preceding calendar year, plus two (2) percentage points. If you paid either quarterly or annually, you will receive a prorated refund of your membership fee based on the number of unused months.

Maryland Residents Only:

Some discounts under the Physician and Hospital Referral Plan are not applicable in Maryland. Discounts are not available for all In-Patient procedures and certain OutPatient Procedures under Maryland law. Out-Patient procedures at network hospitals such as laboratory and diagnostic services are eligible for the discount.

Massachusetts Residents Only:

This medical discount plan does not meet the minimum creditable coverage requirements under Massachusetts law.

North Carolina Residents Only:

AmeriPlan® maintains a surety bond in compliance with N.C.G.S. 66-135 with Travelers Casualty and Surety Company of America, 1 Tower Sq., Hartford, CT 06183.

You, the member, may cancel this contract at any time prior to midnight of the third business day after your activation date. To cancel you must notify the company in writing of your intent to cancel.

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■ General Membership Information

This Member Information Guide and Member Cards constitute the entire agreement between you and AmeriPlan®.

AmeriPlan® was created to help its members enjoy good health and save money on medical products and services. The Programs are easy to use. You pay the Network healthcare provider directly for all professional services and get instant savings. There are no claim forms and no waiting for reimbursements, just great savings.

This is a Discount Medical Program, NOT INSURANCE; you are responsible for payment of provider fees for services.

Your health insurance is your primary coverage. This supplemental program may duplicate services and products under your insurance. AmeriPlan® does not guarantee the quality of services or products offered by Network providers beyond confirming that the required professional licenses are held in active status.

HOW TO ACCESS YOUR MEMBER BENEFITS

Use the Personalized enrollment link in your confirmation email. This personalized link will expedite the enrollment process for the AmeriPlan App.

However, if you no longer have access to your confirmation email you may download the AmeriPlan App through the Apple Store or Google Play and select the "members login here" button, then click "existing members register here", complete all the fields (please contact customer support for your group ID and membership ID number) and hit the register button. Once this is completed you will have access to your account.

Take a moment and explore all the things you can do: View your electronic ID card and Member Information Guide View your draft date, amount and make changes to your drafting information. Change your address, your phone number or email address Add or Delete your household members. Locate a provider

Share a link with other household members so they may access their benefits and member ID card.

MEMBERSHIP CARDS

Front



Back



■ If you prefer to receive a membership ID card through the mail, please contact our customer support department at 800-647-8421 or email us at customersupport@ameriplanusa.com.

MEMBERSHIP SATISFACTION, COMPLAINTS AND CONCERNS

Your complete satisfaction is very important to us; therefore, AmeriPlan® has instituted an Inquiry & Complaint Resolution Procedure.

You may contact AmeriPlan® regarding any aspect of the AmeriPlan® discount health care card program. Your inquiries or complaints may be made by one of the following four methods:

- Calling AmeriPlan® Customer Support at: 1-800-647-8421
- Sending an email to: complaints@ameriplanusa.com
- Sending a facsimile to: 469-229-4133
- Writing us at:

AmeriPlan® - Customer Support Department
5000 Legacy Drive, Suite 300 Plano, Texas 75024

Examples of complaints include, but are not limited to, the following:

- Difficulty locating provider in area that accepts discount card.
- Did not receive discount.
- Difficulty getting network provider to accept discount card.
- Question concerning ACH draft or Credit Card payments.
- Difficulty terminating membership or obtaining refund.
- Other (Explain).

All inquiries and complaints will be addressed within 24-48 hours of receipt, excluding weekends and holidays, during regular business hours. If the issue is of an urgent matter, call Customer Support and you will be transferred to the department that can address your issue immediately. To validate your complaint, you must include your membership number and a complete description of your dissatisfaction.

Upon receipt of a valid complaint, AmeriPlan® will use the following actions to resolve your inquiry:

- Record your name, address, member number and date received
- Code Type of Complaint (see examples, above)
- Send you a written acknowledgment of receipt of your complaint within 5 days.
- Obtain and review the records relating to your complaint.
- Make a resolution of your complaint and inform you of such within 30 days of receipt of your complaint.

Should your complaint pertain to an un-resolvable “quality of care” issue, the patient liaison will supply you with the name, telephone number and address of the appropriate agency in your state to direct your complaint.

BILLING AND SERVICE PROBLEMS

If there is a problem with your payment or if you wish to change your payment method, call Bank & Credit Card Services toll free 1-800-550-9726.

AMERIPLAN® SATISFACTION GUARANTEE & CANCELLATION BY MEMBER

If you are not satisfied within 30 days of your activation date, you may cancel your membership by written request.

- In writing to: AmeriPlan® Bank and Credit Card Department
5000 Legacy Drive, Suite 300 Plano, Texas 75024.
- By facsimile to: 469-229-4595.
- By email to: cancel@ameriplanusa.com

You MUST include your member number with your written cancellation request.

AmeriPlan will not collect additional membership fees once your cancellation request is processed.

Refunds: If you are not satisfied within 30 days of your activation date you may cancel and receive a refund of the membership fee paid. The one-time registration fee is Non-refundable. Please allow 30 days processing time for refunds. Cancellations received after the 30 day deadline will not be eligible for a refund.

AmeriPlan is not responsible for money paid for healthcare services and products received from providers.

NO TELEPHONE CANCELLATION REQUESTS WILL BE ACCEPTED.

MEMBERSHIP CANCELLATION BY AMERIPLAN®

AmeriPlan® can cancel a membership for any of these reasons:

- If a member or a dependent member permits or commits fraud by unauthorized use of the membership card(s).
- If there is a chronic unsatisfactory provider/patient relationship. Cancellation will occur only after reasonable efforts are made to establish and maintain satisfaction between both parties. If cancellation is necessary, the member will be notified prior to cancellation and the member's account will be credited or a refund check issued for any unused portion of the membership dues.
- If the Programs are withdrawn nationally or from the geographic area where the member lives.

If a membership is cancelled, the participating providers will complete any work covered that began before the cancellation date. The member must pay the provider's usual fees for any work that is done after the cancellation date.

For residents of Florida, Nevada and Oklahoma:

If you cancel your membership and you paid either quarterly or annually, you will receive a prorated refund of your membership fee based on the number of unused months.

For residents of Arkansas, Colorado, Maryland and Tennessee:

If you cancel your membership within 30 days, the membership fee and one-time administrative charge will be refunded.

For residents of Louisiana:

If your membership is canceled for any reason other than non-payment of charges you will be notified prior to cancellation and your account will be credited or a refund check for any unused portion of the membership dues.

MOVING OR TRAVELING?

Log on to your Member Portal or Contact Member Services at **469-229-4501** or **1-800-647-8421** to change your address. If you are traveling and need the services of an AmeriPlan® Provider, Member Services will be glad to assist you. When traveling refer to the fee schedule map in this guide to determine the appropriate fee schedule.

ARBITRATION OF CLAIMS

Any issue, dispute, claim or controversy (collectively, the "Claim") between you and AmeriPlan, arising out of or relating to your membership, shall be resolved by binding arbitration at the AmeriPlan headquarters in Plano, Texas. The Claim shall be governed by the laws of the State of Texas.

A party alleging a Claim shall send to the party against whom the Claim is asserted a written notice of its intention to submit the Claim to confidential and binding arbitration (the "Demand") under the Commercial Rules of Arbitration of the American Arbitration Association (AAA). The Demand shall be sent to the other party no later than ten (10) business days prior to filing the Demand with the AAA office authorized to administer the arbitration.

An award may be confirmed by a court of competent jurisdiction, the right of either party to appeal confirmation of the award shall be governed by the provisions of the Federal Arbitration Act.

■ AmeriPlan TeleMedicine Program

Telemedicine is a simple, affordable complement to your everyday healthcare needs. From their consultation interface, to their auto-synchronization with your electronic health records, they've built a healthcare delivery system that's focused on access, affordability and convenience.

The consultation fee will be no more than \$35.00 (depending on your area, it may be less) for the member and anyone living in the home. The physician may prescribe a prescription if needed.

THE NETWORK

We've partnered with an organization that has established a rigorous background screening and credential verification process for each physician applicant. Physician applicants begin a multi-stage interview process, meeting with Network doctors and staff. They are assessed based on medical treatment proficiency, strengths in personal communication, and their ability to confidently treat patients. Upon completion of the credentialing verification process, physicians must take part in extensive physician training, to master the technical aspects of telehealth. Throughout this training process, physicians engage in a wide range of scenario consultations, preparing them for the most common treatments, as well as rare and out of the ordinary situations. New physicians begin taking consultation appointments only when they've attained the highest level of proficiency and confidence on the platform.

INFORMATIONAL AND DIAGNOSTIC MEDICAL CONSULTATIONS:

We offer the convenience of same-day access to medical providers through our secure messaging system or over the phone. You can use a smart phone, tablet, or computer to access the appointment and Telehealth appointments can be conducted as a phone call or a video visit where you and the provider can see each other during the conversation. Telehealth can be used for a range of issues: General medical and health advice, sick visits, prescription refills, and more. Based on the visit, the telehealth provider can write a prescription, give medical advice and/or recommend follow up with an in-person doctor, specialist, or testing.

SCHEDULE APPOINTMENTS

With a scheduled appointment, you'll receive an in-depth consultation from a network physician who will review your medical questions, diagnose your condition, recommend treatment, and, if medically necessary, write you a prescription. You can choose the provider you would like to see at a day and time that works for you.

HOW TO USE:

Go to sesamecare.com/join/group and register your account by entering your email address and selecting a password. You will be prompted to enter the "AmeriPlan Verification Code" which will be Ameriplan. If you have any questions or need assistance with registering your account you may call customer support at 800-647-8421 or contact us via chat or email customersupport@ameriplanusa.com. Once activated, you may schedule a consultation with a physician licensed in your state. A Care Coordinator will triage and update your Electronic Health Record (EHR) along with all symptoms. You will consult with a Physician who will recommend a treatment plan. If a prescription is necessary, it's sent to the pharmacy of your choice. The doctor will update your EHR immediately after the consultation.

Browse thousands of affordable, 5-star physicians and specialists available same-day. Schedule and pay for your appointment in minutes.

■ AmeriPlan® Prescription Program

The Retail Pharmacy Program will save you money on most prescription drugs at tens of thousands of retail pharmacies nationwide. These programs are an open formulary which provide you with cost savings and up-to-date prescription drug monitoring for your protection.

Discounts offered using the AmeriPlan® pharmacy discount card are NOT insurance or a Medicare Prescription Drug Plan and are NOT intended as a substitute for insurance.

HOW THE RETAIL PHARMACY PROGRAM WORKS

- To locate a participating network pharmacy in your area, go to: www.ameriplanusa.providersearch.com or call customer support at 1-855-522-1167.
- Take your prescription and your AmeriPlan® card to your participating pharmacy. Be sure to present your card before your prescription is filled. The pharmacist must see your membership card and enter your unique group and identification number for you to receive your preferred pricing.
- The Plan administrator, will calculate the preferred drug pricing for your medications and will electronically relay this information to the pharmacy.
- Pay the total cost of your prescriptions as indicated by the pharmacist at the time of purchase.

You may or may not receive a savings on some high volume or maintenance drugs. These medications are normally already reduced at the retail level.

INCLUDED DRUGS

This program includes most legend drugs which, by federal law, require a physician's prescription. Additionally, save on over-the-counter medications like smoking cessation aids and diabetic supplies. You must receive a prescription from your physician, and it must be processed by the pharmacist.

GENERIC DRUG SAVINGS

A generic drug is the chemical copy of a brand name prescription drug. On average, generic drugs cost about 50% less than brand name drugs and, like their brand name counterparts, they are:

- Dispensed in the same dosage,
- Taken in the same way, and
- Packaged in the same unit strength.

AmeriPlan truly is ~

**“Saving America money ...
one household at a time!”**

REFILLING YOUR PRESCRIPTION

You can easily refill your home delivery prescriptions by telephone or by mail. Have your Member ID number (which is on your prescription ID card) and your prescription number for the medication handy.

- By telephone: Call 1-866-451-9636 to speak with a live technician.
- By mail: Use the refill order form that will accompany your prescription and mail them with your payment.

To make sure that you don't run out of your medication, remember to reorder 14 days before your medication runs out. You can find the refill date on your prescription bottle, and on the refill slip that comes with every order.

PAYING FOR YOUR MEDICATION

You may pay by Visa, MasterCard, Discover/NOVUS, or by check or money order.

PRESCRIPTION MONITORING

Occasionally a prescription drug may cause a problem. The problem may be predictable, perhaps avoidable, if your physician and pharmacist are aware of your medical history, current medications and the many different combinations that cause harmful drug reactions. The AmeriPlan® Prescription Program includes a special prescription monitoring service called drug utilization review. This process electronically alerts your pharmacist to important information, such as your individual drug history, the possibilities of interaction among various drugs and how long it has been since your last prescription was filled. If the potential for drug-related illness exists, an alert message is sent to your pharmacist. The pharmacist can then inform you, check with your doctor, or make a professional judgment whether to dispense your prescription.

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one household at a time!”**

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Please be advised that AmeriPlan® may receive individual identifiable health information in connection with your program membership. While AmeriPlan® is not a “covered entity” for purposes of the Health Insurance Portability and Accountability Act of 1996, it will not disclose, except as permitted or required by law or regulations, nonpublic personal health information about a member unless a written authorization is obtained from the member whose nonpublic personal health information is sought to be disclosed.

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