

# ELITE+

# MEMBER GUIDE

netWell<sup>TM</sup>





Dear netWell™ Member,

We are excited to welcome you into our netWell™ family and thankful you joined our innovative Health Care Sharing Ministry (HCSM). netWell™ does things differently than most HCSMs, as we believe your healthcare journey is an opportunity and privilege for us to serve you. netWell™ was founded with the passionate mindset of Serving Our Members!

There has never been a better time for individuals who share a common set of Religious and Ethical beliefs to embrace a Christian community of care, which is why this ministry is truly a blessing.

netWell™ members enjoy a modern approach to health care and wellness needs. We are committed to providing a stellar member experience during each interaction. Our coordinators are highly trained and available to answer questions, provide instructions, and help get the most out of the netWell™ membership. The Member Portal provides 24/7 online access to your member account and many resources for managing the membership.

Your journey with netWell™ is a blessing today, tomorrow, and every day. We hope to have members who will love their fellow brothers and sisters and share in each others burdens. We do this by sharing directly from member to member. We feel that God has blessed us with experience and knowledge of what matters most to the member, and we hope that you will also believe that netWell™ is a membership that goes above and beyond.

Blessings,

The netWell™ Team

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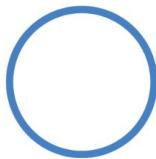
# netWell™'s Mission & Belief Statements

## Our Mission

To exemplify God's commandment of LOVING our fellow brothers and sisters (1 John 4:21) by sharing in each other's needs (Galatians 6:2) within a spirited and modern Health Care Sharing Ministry.



"And he has given us this command: Anyone who loves God must also love their brother and sister."  
~1 John 4:21, NIV



"Carry each other's burdens, and in this way you will fulfill the law of Christ."  
~Galatians 6:2 NIV

## Our Statement Of Religious and Ethical Beliefs

**We believe in the God of the Bible and the power of Prayer**

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“Do not be anxious about anything, but in every situation, by prayer and petition, with thanksgiving, present your requests to God.”

~Philippians 4:6, NIV

**We believe it is our Duty to Love and Accept one another.**

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“A new command I give you: Love one another. As I have loved you, so you must love one another.”

~John 13:34, NIV

**We believe it is our obligation to God and our fellow members to Live a healthy lifestyle which avoids habits and behaviors that are harmful to the body.**

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“So whether you eat or drink or whatever you do, do it all for the glory of God.”

~ 1 Corinthians 10:31, NIV

**Our ethical and moral responsibility is to carry each other’s Burdens**

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“Carry each other’s burdens, and you will fulfill the law of Christ.”

~ Galatians 6:2, NIV

# Enrollment Provisions

## Authorizations

As a member of netWell™, you are authorized the following upon enrollment:

-  Your first voluntary Monthly Commitment Contribution (MCC) to be processed immediately upon completion of your enrollment or on a specified date prior to your Effective Date.
-  netWell™ or its designee to collect a voluntary MCC as a recurring monthly transaction until you request otherwise, or your membership is canceled.
-  netWell™ to contact providers to obtain your medical records, and the medical records of all participants on the application with appropriate HIPAA authorizations.

Upon receiving an eligible Request for Sharing from a member or provider, netWell™ will assign the Request for Sharing for sharing in accordance with the Membership Guidelines, less the amount required to be pre-shared, which is the Member Commitment Portion (MCP). Voluntary membership contributions are received monthly from each member. Up to 40% of membership contributions may be applied towards administration of the Health Care Sharing Ministry, charitable causes, and general overhead costs. This does not include third-party contracts and distribution compensation.

In any given month, the available sharing funds may or may not equal the amount of eligible expenses submitted for sharing. If eligible expenses exceed the available sharing funds to meet those needs, any of the following actions may be taken:

-  A pro-rata sharing of eligibility expenses may be initiated, whereby the members share a percentage of eligible medical expenses within that month and hold back the balance of those expenses to be shared the following month, or
-  The monthly member contribution may be increased in sufficient proportion to satisfy the eligible expenses. This action may be undertaken temporarily or on an ongoing basis. Administrative costs are subject to change by netWell™.

## **Member Enrollment Request**

Each membership will complete an honest and accurate medical history review for all individuals enrolling in the netWell™ membership. Any initial waiting periods, member limitations, or additional contributions will be disclosed during the enrollment process. The member enrollment request will include the Member Enrollment Signature Documents, the Enrollment Request Fee, and the Enrollment Charitable Donation. If any inaccurate information is given, the member will be responsible for the applicable share requests, including but not limited to additional fees such as nicotine related or termination of the program.

## **Member Enrollment Signature Documents**

Each membership must acknowledge and agree to initial and sign the Member Acknowledgment Agreement, Limited Power of Attorney, Consent Form, Authorization for Release of Protected Health Information (HIPAA), and Privacy Policy as part of the enrollment process to submit a complete Member Enrollment Request.

## **Member Transaction Disclosures**

Each Monthly Membership Commitment (MCC) made by credit or debit card is subject to a 3.5% transaction fee. There is no fee for payments made via ACH.

Members may not initiate any chargebacks. All cancellation requests or billing concerns must be submitted to Customer Service, and members must follow the standard cancellation process outlined in the Member Guidelines. If a chargeback is initiated, an automatic \$250 administrative fee will be assessed and may result in future share requests being denied. For any returned ACH transaction or failed CC, a \$25 fee will be assessed each time the payment is returned or failed.

## **Enrollment Charitable Donation**

Each membership donates an amount designated by netWell™ at enrollment to support charitable organizations associated with netWell™ and its initiatives. This helps fulfill netWell™'s mission to exemplify God's commandment of loving our fellow brothers and sisters.

## **Enrollment Request Fee**

Each membership will submit an amount designated by netWell™ at the date of enrollment which will be used to facilitate a review of the Member Enrollment Request.

## **Dependent Only Membership**

netWell™ memberships are available for dependent children only with the authorization of a parent or the legal guardian. The parent/guardian will be listed as primary contact, but the oldest dependent will be listed as the key member. Dependents must be at least one year of age before enrollment.

# Member Financial Accountability

## Monthly Charitable Donation

The funds are voluntarily submitted monthly to help support charitable organizations and their initiatives.

## Monthly Commitment Contribution (MCC)

The funds are voluntarily submitted monthly to allow the sharing of eligible medical requests amongst the members. The member's Monthly Commitment Contribution (MCC) is based on the membership option selected by the member.

## Monthly Membership Fee

The Monthly Membership Fee is included with the Monthly Commitment Contribution (MCC) submitted for participation in the membership instead of an annual renewal fee. Failure to submit the Monthly Commitment Contribution (MCC) for two billing cycles will result in membership termination. See page 39.

## Additional Commitment Contributions

For families of 6 or more, there is a \$50 additional Monthly Commitment Contribution per dependent.

## Additional Nicotine & Tobacco Product Contribution

Any member who uses tobacco and nicotine products, including but not limited to e-cigarettes, vaping devices, cigars, chewing tobacco or pouches will have an additional \$40 Monthly Commitment Contribution (MCC) per member. Not disclosing nicotine and tobacco usage could result in future medical expenses becoming ineligible for sharing. The \$40 fee will be removed with proof of smoking cessation after 90 days.

## Oldest Member's Age Change

Monthly Commitment Contributions (MCC) will increase on the next contribution cycle when the oldest member of the household enters a new age band. Age Bands are 18-29, 30-39, 40-49, 50-59, 60-64.

## Oldest Member's Residence

Your Monthly Commitment Contribution (MCC) may increase or decrease in accordance with a change in the oldest member's residence. Your Monthly Commitment Contribution, is based upon the oldest member's residence and will be reflected on your next Monthly Commitment Contribution.

## Refunds

A new member may cancel their membership for any reason within the first ten (10) days following the effective date of their membership and shall be entitled to a full refund of all amounts paid, excluding the non-refundable one-time Enrollment Request Fee and Charitable Donation. No refund shall be issued if a Request for Sharing has been submitted and deemed eligible for sharing on behalf of the member during this period.

## Aging-Up Process

A dependent reaching the age of 27, enrolled in their parent's netWell™ membership, must enroll in their own membership. All limitations, waiting periods, and effective dates will be rolled forward to the new membership. Disabled dependents over 27 who continue to be financially dependent on the Primary Member are eligible to continue on the membership as a dependent. Proof of disability and dependency is required within 30 days following the dependent reaching the age of 27.

## Dependent-Only Memberships

Dependent children eligible for enrollment must be between the ages of one (1) year and twenty-seven (27) years, and a legal guardian must be present at the time of enrollment. Memberships for dependent children within this age range shall be priced according to the 18 to 29-year-old age band.

## Membership Changes

A member is permitted to modify their membership options once per membership year. Any such modification must be requested through the member portal. Requests for changes to membership options must be submitted at least thirty (30) days prior to the desired implementation date. Changes involving dependents shall become effective as of the next Monthly Commitment Contribution (MCC).

# Using Your Membership

## Initial Waiting Period

All memberships are subject to an initial ninety (90) day waiting period, during which time the membership will not share in any medical requests, except in cases of acute illness, injury, or conditions deemed life-threatening or life-altering. The ninety (90) day waiting period shall commence on the member's effective date of membership. Requests for Sharing falling outside of the specified exceptions will only be eligible for sharing after the expiration of this waiting period.

## Pre-Existing Conditions

Any injury, illness, or medical condition for which the member has, at any time during the twenty-four (24) months prior to the effective date of membership, received a medical diagnosis, sought or obtained medical advice or treatment, undergone diagnostic services, been prescribed medications, or exhibited signs or symptoms, shall be deemed a pre-existing condition. Such pre-existing conditions shall be ineligible for sharing for a minimum period of twenty-four (24) months following the member's effective date. However, pre-existing condition exclusions shall not apply to the sharing eligibility for maintenance office visits.

## Member Limitations

Any injury, illness, or medical condition diagnosed, symptomatic, or treated prior to the member's effective date shall not be eligible for sharing under the provisions of the Membership Guidelines for the specified membership. Member limitations are determined based on the nature of the medical condition(s) and may range from two (2) years, four (4) years, or be subject to lifetime exclusion. The member may be required to execute a HIPAA-compliant authorization form, permitting netWell™ to obtain medical records and reports from healthcare providers for the purpose of determining applicable limitations or reviewing Requests for Sharing. Any medical conditions not explicitly listed will be reviewed, and the applicable limitations will be communicated to the member.

### 2 Year Limitations

Addison's Disease  
Angina Pectoris (stable or unstable)  
Asthma  
Benign Prostate Hyperplasia  
Bell's Palsy  
Calculus of Kidney (Kidney Stones)  
Cardiac Dysrhythmias  
Cushing's Disease  
Diverticulitis and Diverticulosis  
Endometriosis  
Epilepsy  
Gallstones  
GERD (Gastroesophageal Reflux Disease)  
Glaucoma  
Grave's Disease  
Hashimoto's Disease  
Heart Murmur  
Hyperglycemia  
Hyperlipidemia  
Hypertension  
Hyperthyroidism  
Hypothyroidism

Malaria  
Migraines  
MRSA/MRDO  
Osteoarthritis  
Osteoporosis  
Ovarian Cysts  
Pelvic Inflammatory Disease  
Pelvic Organ Prolapse  
Polycystic Ovary  
Syndrome  
Radiculopathy  
Scoliosis  
Shingles  
Sleep Apnea  
Spinal Stenosis  
Spondylosis  
Surgery  
Tendinitis  
Tuberculosis  
Type II Diabetes  
Uterine Fibroids  
Vitiligo

## Member Limitations (continued)

### 4 Year Limitations

Barrett's Esophagus  
Cerebral Ataxia  
Celiac Disease  
Chronic Kidney Disease  
Crohn's Disease  
Cirrhosis  
Congestive Heart Failure (CHF)  
Coronary Artery Disease  
Deep Vein Thrombosis (DVT)  
Degenerative Disc Disease  
Dysphagia  
Embolism  
Fibromyalgia  
Heart Valve Disease  
IBS (Inflammatory Bowel Disease)  
Macular Degeneration (Wet or Dry)  
Marfan's Syndrome  
Meningitis  
Mitral Valve Prolapse Mohs  
Pancreatitis  
Peripheral Vascular Disease (PWD)  
Psoriasis  
Pulmonary Hypertension  
Rheumatoid Arthritis  
Sjogren Syndrome

### Lifetime Limitations

ALS  
Alzheimer's Disease  
Aneurysm  
Autism Spectrum Disorders (ASD)  
Cancer  
Cerebral Palsy  
Chronic Obstructive Pulmonary Disease (COPD)  
Cystic Fibrosis  
Dementia  
Diabetes Type I  
Down's Syndrome  
Ectasia  
Emphysema  
Fragile X Syndrome  
Hepatitis (Chronic Viral B & C)  
HIV/AIDS  
Lupus  
Lyme's Disease  
Morbid Obesity (pending weight loss)  
Multiple Sclerosis  
Muscular Dystrophy  
Parkinson's Disease  
Sickle-Cell Disease  
Spina Bifida

**\*Please Note:** there is also a lifetime limitation for tobacco and/or nicotine products, including but not limited to e-cigarettes, vaping devices, chewing tobacco or pouches, or cigars. Once we are provided proof of smoking cessation after 90 days, the \$40 smoking surcharge will no longer be included, but the lifetime limitation will remain.

## Services Requiring Preauthorization

Not all services are eligible for sharing under all membership options. Non-emergent services require preauthorization prior to scheduling in order to be eligible for sharing. Preauthorization must be obtained in accordance with the Membership Guidelines and any failure to secure such pre-authorization may result in the denial of sharing for those services. It is the responsibility of the member to ensure that pre-authorization is granted before proceeding with the scheduling of non-emergent services.

Advanced Imaging  
Cardiac Rehabilitation  
Cataracts/Glaucoma/Vitrectomy  
Home Health Care  
Non-Hospital Admissions  
Occupational Therapy

Physical Therapy  
Prostheses  
Sleep Studies  
Speech Therapy

Preauthorization is required for all inpatient/outpatient hospital stays and outpatient surgical procedures. Requests must be initiated by the Physician requesting services. In emergencies, the physician has 72 hours to request a retrospective Preauthorization for eligibility consideration. All requests must be submitted directly to netWell™ by fax at (404) 393-8520. Please allow 7 to 10 business days for processing of Preauthorization requests. Emergent requests shall be accepted, provided they are clearly designated as such by the provider. Such requests are subject to a utilization review process, which shall require two (2) to three (3) business days for completion. The utilization review shall include a retrospective evaluation of the member's medical records for a period of up to two (2) years preceding the request. Final determinations regarding the emergent request shall be communicated to the provider via facsimile. If a procedure is rescheduled and still falls within a 6 month window, the Preauthorization approval remains valid. If it gets rescheduled past the 6 months then we will need a new/updated Preauthorization.

# Submitting a Request For Sharing

If a medical provider does not or will not submit a eligible Request for Sharing directly to netWell™ members will need to pay for their medical services at the time of service and submit the appropriate paperwork to have their Requests for Sharing considered by the membership.

Members must submit the following within 90 days of the date of service:

**1**

A HCFA form obtained at time of service from the medical provider or facility. The form must include:

Date of service

All relevant 5-digit Current Procedural Terminology (CPT) codes and the charges for each code All relevant ICD-10 codes (diagnosis codes for the visit) Any discounts issued by the medical provider or facility

**2**

This form must also include provider, and/or facility information including:

Tax Identification Numbers (TIN)

National Provider Identification Numbers (NPI)

Proof of payment for the visit from the member. This must be a credit card receipt, a copy of the canceled check (front and back), or cash receipt from the provider or facility listed on the bill. The paid amount must zero out the bill. Payment arrangements or installment funding will not be considered an acceptable form of payment.

Please ensure your documents are legible and include all information. Failure to include all required information may result in a delay in processing your request for reimbursement. A self-pay adjustment option is available if you are paying at the time of service. Any adjustments are required and should be included as a separate line item.

Excess charges deemed unreasonable are not eligible for sharing. We reserve the right on behalf of the members to determine what is reasonable.

Request for Sharing received more than 90 days after the date of service will be processed as ineligible for sharing by the membership. Requests for Sharing that do not include the above information will result in netWell™ pending your Request for Sharing for additional information. This information must be received within 30 days of the date of disposition (Explanation of Sharing) to be considered eligible for sharing by the membership.

### **Submitting a Request for Sharing from a Provider**

Medical providers and facilities must submit all Requests for Sharing in electronic filing format using the EDI number, provided on your member ID card.

If electronic filing is not an option, medical providers or facilities can submit Requests for Sharing by fax, email, or mail using the appropriate options listed on your member ID card.

If a medical provider or facility does not directly submit Requests for Sharing to netWell™ members should review Submitting a Request for Sharing from a Member.

## Timely Filing Submission

Request for Sharing must be received within 90 days of the date of service to be considered eligible by the membership. Requests received after 90 days will be processed as ineligible.

All Requests for Sharing pended for additional information (e.g., medical records) must be received within 30 days. If the requested information is not received within 30 days, the Requests for Sharing will be processed as ineligible by the membership. If the provider disagrees with the processing of your Request or Sharing not being received timely, the provider must submit proof of timely filing within 30 days of the Explanation of Sharing (EOS). Only electronic filing reports will be considered as proof of timely filing.

It is the member's responsibility to read all Explanations of Sharing (EOS) and follow up with their provider when additional information is requested.

## Member Reimbursement Requests

Members may request reimbursement for services deemed eligible for sharing by netWell™, provided that the healthcare provider does not accept netWell™ directly and requires payment from the Member at the time of service. Members may also request a self-pay adjustment in such cases. To qualify for reimbursement, the Member must upload all necessary supporting documentation to their Member Portal.

Reimbursements that pertain to PCP, Specialist, or Urgent care visits, netWell™ will only reimburse the member up to a maximum of \$350.00 per visit, as defined in netWell™'s Membership Guidelines.

Reimbursements that pertain to a service requiring Pre-Authorization must have a Pre-Authorization request on file and meet all eligibility requirements for sharing. If the member pays total bill charges with no adjustment, netWell™ will only reimburse the member up to 45% of the total charges paid.

\*Please Note: netWell™ is not responsible for past-due or balance-billed charges, as outlined in its Membership Guidelines.



## netWell™ Network

netWell™ provides members with national network access for medical needs, including hospital, surgical, emergency room, urgent care clinics, primary care physicians, and specialists. Members can access a list of providers and facilities at <https://www.netwell.com/provider-search/> to assist in locating a medical provider or facility. Members should use providers and facilities that are in-Network whenever possible. Out-of-network providers and facilities may bill the members for the difference between the billed charges and the membership Maximum Reasonable Guideline (membership-allowed amount), which can result in increased member-sharing responsibility.

## Balance Billing

If a medical provider or facility submits a Request for Sharing but will not accept the netWell™ network discount and bills the member the remaining balance, the member may submit the balance bill to [sharing@netwell.com](mailto:sharing@netwell.com).

A netWell™ coordinator will assist with the first balance bill on the member's behalf to get the medical provider to accept the network discount or negotiate a reduction of the balance bill to obtain the provider's discount. Additional balance bill situations will be the member's responsibility.

Balance billed office visits will only be shared up to the \$350 maximum sharing limit. Any balance bill remaining over the maximum sharing limit will remain the member's responsibility and will not be applied to the Member Commitment Portion (MCP).

## Eligible for Sharing

All eligible medical requests will be shared up to the maximum limit for that medical service or up to the maximum sharing limit per program year once the Member Commitment Portion (MCP) has been met. A member's MCP is based on the membership option selected by the member.

### Adoption

netWell™ offers members assistance in the adoption process by sharing up to \$5,000 on behalf of the membership. To be eligible for sharing, netWell™ members must meet the provisions of the Membership Guidelines.

Adoptions do not have a Member Commitment Portion (MCP). However members must have a combined, active membership for 24 months prior to the adoption being finalized to be eligible for sharing. The child(ren) being adopted may not be related to the member, spouse, or dependent by blood or marriage.

The member's adopted child may enroll in the netWell™ membership by completing a Member Enrollment Request.

netWell™ strongly believes in the power of love and how it impacts the lives of children with special needs. netWell™ will offer an additional \$3,000 for the adoption assistance of a child with special needs, for a maximum of \$8,000 shared on the member's behalf.

## Alternative Care

Subject to the initial 90-day waiting period from the member's effective date. Non-experimental treatment such as acupuncture, holistic, homeopathic, or naturopathic treatments may provide care that is less invasive and more cost-efficient.

Members are allowed up to 6 visits per member per membership year. These visits are counted as part of their combined PCP, specialist, and urgent care visits.

A MD-accredited healthcare provider must perform services. A visit fee of \$35 will apply. The membership will share up to \$350 per eligible visit.

Shared at 100% of the allowed amount once the Member Commitment Portion (MCP) has been met.

## Ambulance

Medical transportation by ground, air, or water for eligible emergency services to the nearest medical facility or medical transportation between two medical facilities

Shared to up \$15,000 per incident, once the Member Commitment Portion (MCP) has been met.

## Cancer

Pre-Authorization is required for any cancer services to be eligible for sharing by the membership.

Eligible cancer medical requests will be shared up to \$250,000 during the first membership year, and up to \$500,000 during the second membership year. Eligible cancer medical requests will be shared up to the yearly maximum sharing limit during 3rd membership year and beyond.

Prior medical history and medical records will be required for any new cancer diagnosis. Cancer diagnosed before enrollment in netWell™ will not be eligible for sharing for the lifetime of the netWell™ Membership.

Member Commitment Portion (MCP) applies.

## **Cataracts, Glaucoma and Vitrectomy**

Subject to an initial 365-day waiting period from the member's effective date. Pre-authorization is required for any cataracts, glaucoma, and vitrectomy services, including diagnostic testing, treatment, or surgery to be considered eligible for sharing by the membership. Shared at 100% of the allowed amount once the Member Commitment Portion (MCP) has been met.

## **Chiropractic Care**

Subject to an initial 90-day waiting period from the member's effective date. Members are allowed up to 6 visits per membership year.

Services will be shared up to the maximum amount of \$30.00 per chiropractic visit and will not be applied to office visits.

Shared at 100% of the allowed amount once the Member Commitment Portion (MCP) has been met.

## **Emergency Room Use**

The emergency room is only for emergency, life-threatening, or life-altering medical issues. Non-emergency medical requests will be considered ineligible for sharing by the membership if the member's treatment could have been handled by a primary care physician, specialist, or urgent care. Procedure codes, medical codes, and medical records will be used to make this determination. Unlimited telemedicine is available 24/7.

A medical emergency is an acute injury or illness that poses an immediate risk to a member's life or long-term health. It is sometimes referred to as a situation risking "life or limb." If not medically treated immediately, it could cause death, disability, or serious harm to the member.

### **Emergency Room Use Continued:**

netWell™ requires all medical records for an emergency room visit to determine if a Request for Sharing is eligible. Failure to provide the medical records needed for determination may result in an ineligible Request for Sharing. Member's symptoms and diagnosis will be reviewed along with the Request for Sharing received on the member's behalf. If follow-up care is needed, the member must follow up with their primary care physician, specialist, or urgent care.

Emergency room visits due to failure to follow medical treatment or advice will be considered ineligible for sharing by the membership.

All members have a \$500 ER Visit Fee, and all eligible ER visits are shared at 100% of the allowed amount up to the \$10,000 maximum sharing limit.

## **Imaging**

Subject to an initial 90-day waiting period from the member's effective date. Pre-authorization is required for advanced imaging to be considered eligible for sharing by the membership.

If the services are part of a primary care physician, specialist, or urgent care, the services will be shared up to the maximum sharing limit of \$350.

Shared at 100% of the allowed amount once the Member Commitment Portion (MCP) has been met.

## **Inpatient Hospitalization**

Subject to an initial 90-day waiting period from the member's effective date, except in the case of an eligible acute injury, life-threatening, or life-altering illness. (e.g. emergency)

Pre-authorization is required for any inpatient hospitalization services to be considered eligible for sharing by the membership.

Shared at 100% of the allowed amount once the Member Commitment Portion (MCP) has been met.

## **Laboratory Services**

Subject to an initial 90-day waiting period from the member's effective date. If services are part of a primary care physician, specialist, or urgent care visit Requests for Sharing will be processed up to the maximum sharing limit of \$350.

Shared at 100% of the allowed amount once the Member Commitment Portion (MCP) has been met.

## Maternity

An active female member may be eligible for maternity sharing when she meets the following maternity provisions:

Female members have been active on a combined membership for six(6) consecutive months before her conception date. \*Please note: Eligibility requirements are based on a written confirmation from the provider confirming the conception date is within membership guidelines and limitations. No Membership Commitment Portion (MCP) will apply to Maternity Sharing. The maximum sharing limit for maternity is up to \$15,000, including multiple births, (ex., twins and triplets.)

Proof of pregnancy is required to be considered eligible for sharing.

If the member does not meet the maternity provisions any Maternity Requests for Sharing will be ineligible for sharing by the membership.

No Membership Commitment Portion (MCP) will apply. This is a global bill, and maternity office visits will not be included in the office visit count.

Any Requests for Sharing for an eligible maternity diagnosis from conception through delivery and hospitalization for the mother and newborn will be applied towards the maternity maximum sharing limit.

All expectant mothers are required to undergo testing for Group B Streptococcus (GBS). A positive test result will render the current maternity, labor, and delivery ineligible from the date the positive result is received. Please note that a previous negative GBS test from a past pregnancy does not apply to the current maternity.

## **Maternity Continued**

Requests for Sharing of an ineligible maternity or complications from an ineligible maternity will result in all medical requests being ineligible for sharing by the membership.

Life-threatening complications for the mother or the newborn are eligible for sharing up to \$100,000 combined on an eligible maternity.

Life-threatening complications threaten the life of the mother, unborn child, or newborn that require care or services not generally rendered during pregnancy or delivery. netWell™ reserves the right to review medical records to determine how the maternity Request for Sharing will be shared.

netWell™ appreciates the rights of the mother to choose a licensed midwife for the delivery of her newborn or to choose a natural home delivery but is still subject to Group B Strep testing requirements.

## **Mental Health**

Subject to an initial 90-day waiting period from the member's effective date. Eight(8) mental health visits are shareable with your counselor or therapist per family. Shareable up to \$40.00 per visit with no visit fee or Member Commitment Portion (MCP)

## **Newborn**

An eligible newborn may be added to the membership as of their date of birth. Members must contact netWell™ within the first thirty(30) days of birth requesting to add the newborn. For an eligible maternity, newborn office visits, and immunizations are available immediately. Requests for Sharing for an eligible newborn are reviewed under maternity provisions.

## **Ineligible Newborn**

If a newborn is born under an ineligible maternity, the member must complete a Membership Enrollment Request to add their newborn. This may be completed any time after the newborn is thirty(30) days of age. The newborn is subject to any pre-existing or membership limitations per the Member Enrollment Request. Requests for Sharing for an ineligible newborn will be processed as ineligible for sharing by the membership.

## **Non-Hospital Admissions**

Subject to an initial 90-day waiting period from the member's effective date. Inpatient admission to long-term acute care, hospice care, rehabilitation facility, or skilled nursing facility is eligible for sharing by the membership for up to 15 days if ordered by a licensed medical professional.

Pre-authorization is required for any non-hospital admissions services to be considered eligible for sharing by the membership.

A licensed medical professional must perform the requested services for the ordered services to be considered eligible for sharing.

Shared at 100% up to the allowed amount once the Member Commitment Portion (MCP) has been met

## Organ Transplants

Subject to an initial 24-month waiting period from the member's effective date Organ transplants will be shared at 100% of the allowed amount, up to the maximum sharing limit of \$150,000 per member, per lifetime, once the Member Commitment Portion (MCP) has been met.

Sharing for organ transplants will include any expenses associated with the transplant procedure.

Pre-Authorization is required for organ transplant services to be considered eligible for sharing by the membership.

## Outpatient Care, Therapy, and Rehabilitation

Initial 90-day waiting period from the member's effective date. Home health care, cardiac rehabilitation, and occupational, physical, or speech therapy may be eligible for sharing by the membership if the treatment is related to an eligible surgery, accidental injury, or in lieu of an upcoming surgery.

Treatments will be limited to a combined 20 visits per member, per membership Year.

Treatment must be provided by a licensed medical professional.

Pre-authorization is required for any outpatient care, therapy, and rehabilitation services to be considered eligible for sharing by the membership.

Shared at 100% of the allowed amount, once the Member Commitment Portion (MCP) has been met.

# Preventive Screening

Initial 90-day waiting period from the member's effective date

No Member Commitment Portion (MCP) applies

Eligible for sharing up to \$1,500 per member, per program year

## Adult Preventive Services

- A1C diabetes Screening
- Anemia Screening
- Bacteriuria Screening
- Blood Pressure Screening
- BRCA Counseling
- Breast Feeding Counseling
- Cholesterol Screening
- Colorectal Cancer Screening
- DEXA/Bone Scan
- Domestic Violence Screening
- Folic Acid
- Hepatitis B Screening
- Hepatitis C Screening
- HIV Screening
- Tobacco Cessation Counseling
- Mammography
- Pap Smear
- Prostate Exam
- PSA

## Child Preventive Services

- A1C Diabetes Screening
- Anemia Screening
- Autism Screening
- Behavior Assessment
- Depression Screening
- Dyslipidemia Screening
- Hematocrit Screening
- HIV Screening
- HPV Screening
- Iron Screening
- Lead Screening
- Obesity Counseling
- Phenylketonuria Screening
- Tuberculin Screening
- Vision Screening (Lazy Eye)

## **Primary Care Physician, Specialist, Urgent Care**

Subject to an initial 90-day waiting period from the member's effective date applies.  
(Exception of pediatric immunizations)

Up to nine(9) combined visits for primary care physician, specialist, or urgent care are visits per member per membership year.

A visit fee of \$35 for a primary care physician visit will apply.

A visit fee of \$55 for a specialist or urgent care visit will apply.

The membership will share up to \$350 per eligible visit.

Neither pre-existing conditions nor member limitations will apply to primary care physicians, specialists, and urgent care visits. Additional services related to Limitations or Pre-existing conditions will be ineligible for sharing by the membership.

Any medical requests received from a primary care physician, specialist, or urgent care visits after nine(9) visits have been exhausted will be processed as ineligible for sharing by the membership.

## **Prosthesis**

Subject to an initial 90-day waiting period from the member's effective date and must be a result of an eligible accidental injury.

Pre-authorization is required for any services outside of an office visit that relate to prosthesis.

Shared up to \$3,000 per member, per membership year, once the Member Commitment Portion (MCP) has been met.

## Sleep Studies

Subject to an initial 365 day waiting period.

Overnight sleep studies are limited to a single night study that must be performed in a licensed medical facility.

Pre-Authorization is required for any sleep study services to be considered eligible for sharing by the membership.

Shared at 100% of the allowed amount, once the Member Commitment Portion (MCP) has been met.

Limit one overnight study per member, per membership year.

## Surgery

Subject to an initial 90-day waiting period from the member's effective date.

Preauthorization is required for any surgery-related services outside of an office visit. In certain unforeseen circumstances, an immediate need for surgery due to an emergency may arise. A medical emergency is an acute accident, illness, or injury that poses an immediate risk to a member's life or long-term overall health and, if not treated immediately, could cause death, disability, or severe harm to a member. A retroactive preauthorization is required within 72 hours after an emergency surgery.

Additional surgeries may be eligible for sharing 24 months after the first surgery unless approved as part of the original treatment plan or within 15 days for any medical complications from the initial surgery.

Shared at 100% of the allowed amount once the Member Commitment Portion (MCP) has been met.

# Ineligible for Sharing

Abortion not related to a life-threatening condition of mother

Allergy Testing or Immunotherapy Treatment

Bariatric Surgery

Behavioral Health

Breast augmentation, implant, or reduction

Dental services and procedures

Durable Medical Equipment

Elective Cosmetic Surgery

Experimental Procedures, Treatments, and Drugs Not Approved or Recognized by the American Medical Association (AMA) or the US Food and Drug Administration (FDA); procedures, treatments, and drugs, not approved for a given application; treatments and drugs still in clinical trials; and procedures, treatments, and drugs that are classified as experimental, investigational or unproven interventions and therapies

Female or male Elective Sterilization or Reversal

Female or male Hormone Therapy

Gender Dysphoria

Genetic Testing

Home Infusion Services

Ineligible Newborn

Injury or illness as a result of active or reserve Military Duty

Injury or illness as a result of Congenital Birth Defects. See Maternity Care

Injury or illness as a result of Medical Non-Compliance for failure to follow a physician's recommended treatment plan or advice

Injury or illness as a result of participation in a Civil Disturbance

Injury or illness as a result of participation in Extreme Activities; participation includes but is not limited to boxing, bungee jumping, fighting, free climbing, cliff diving, extreme skiing, hang gliding, martial arts, parachuting, para gliding, parasailing, rock climbing, or wing suit

Medical Requests are received after 90 days from the date of service.

Medical Tourism

Pre-existing Cancer

Pre-existing medical conditions for 24 months prior to the member's effective date

Preventive services not listed as eligible for sharing under preventive services

Private duty care

Routine hearing tests and hearing aids

Routine vision tests and procedures

Services associated with Any Form of Birth Control

Services associated with Fertility Testing or Treatment

Services incurred as a result of an Ineligible Requests for Sharing, including those for which a pre-existing or a membership limitation applies

Self-Inflicted Injury

Sexual Dysfunction Services

Sexual Transformation Services

## Temporomandibular Joint Disorder (TMJ Syndrome)

### Tobacco/ Nicotine Use

Treatment or Care Received or Ordered by an Immediate Family Member or Relative, including family members related by blood, marriage, or adoption

### Weight Management

## **Work-Related Injuries and Business Operations:**

### Work-Related Injuries and Business Coverage

Work-related injuries are strictly excluded from eligibility for sharing under the netWell™ program, regardless of the member's employment classification (e.g., employee, independent contractor, sole proprietor).

All members engaging in any form of work or business activity—whether for profit, trade, or self-employment—must obtain and maintain appropriate insurance coverage, including but not limited to workers' compensation or occupational accident insurance, as required by law or prudent business practice. This requirement applies even in jurisdictions where such coverage is not legally mandated.

No sharing will be provided for any illness, injury, or medical condition arising out of, or in the course of, any work-related activity if the member fails to maintain such insurance coverage or fails to disclose the nature of their work when applying for membership or submitting claims.

Furthermore, failure to maintain proper coverage may result in denial of all related claims, suspension of sharing privileges, or termination of membership at the sole discretion of netWell™.

## **Additional non-medical expenses received separately on behalf of the member:**

Administration fees	Missed appointment fees
After-hour fees	Shipping and handling fees
Conveyance fees	STAT fees
Finance charges or currency exchange fees	Telephone or email consultation fees outside of the telemedicine visit
Medical record retrieval fees	

The membership reserves the right to review the member's medical records to determine eligibility of Request for Sharing. If at any time it is discovered that a member failed to provide an accurate medical history, the membership reserves the right to terminate, request new signatures, assign limitations, and process the Request for Sharing as ineligible for sharing.

# Modifications to Your Membership

## Adding a Dependent

A member may choose to add a dependent at any time. The dependent must meet the provisions of the Member Enrollment Request. The new dependent's initial waiting periods and member limitations would start from the membership's next Effective Date. The member will need to login to their Member Portal, to submit a completed Member Enrollment Request for the new dependent, and sign an updated e-signature. All other member's initial waiting periods or member limitations are not affected by the new dependent's effective date. The addition of a new dependent may increase the member's Monthly Commitment Contribution.

## Removal of Dependent

A member may choose to remove a dependent at any time. The member will need to login to the membership's Member Portal to complete a request, as well as sign an updated e-signature to remove a dependent. The cancellation will take effect as of the next draft date. The removal of a dependent may decrease the member's Monthly Commitment Contribution.

## Membership Cancellation

**Cancellation per member:** If a member chooses to cancel their membership, a member must submit a written notice to netWell™ 72 hours prior to the member's next Monthly Commitment Contribution (MCC). The membership will become inactive as of the last day of their cancellation request or the last day of a member's current month. Canceling your netWell™ membership does not meet the criteria for a Qualifying Life Event (QLE) under the Special Enrollment eligibility for the Affordable Care Act. Cancellation requests may be sent to: [cancellation@netwell.com](mailto:cancellation@netwell.com).

**Cancellation per netWell™:** netWell™ membership will be canceled if the member's Monthly Commitment Contribution (MCC) is not submitted for more than two months without a successful Monthly Commitment Contribution(MCC). The cancellation date will be the last day of the month that a member's Monthly Commitment Contribution(MCC) was submitted. This date will be considered the date the membership became inactive, and any Request for Sharing incurred before the member's inactive date will be processed for sharing per the Membership Guidelines. If a member's Monthly Commitment Contribution (MCC) fails, the membership is put on hold, during which time, Requests for Sharing will not be processed until a successful Monthly Commitment Contribution (MCC) has been submitted.

## Member Termination

netWell™ reserves the right to terminate memberships at any time due to the following: not abiding by Membership Guidelines, failure to disclose medical history (both verbal and written), falsification of documents, (including but not limited to release forms, medical records, and explanation of sharing documents), threats to netWell™ employees, abusive language, and failure to follow Statement of Religious Beliefs and Ethical Beliefs. Any Requests for Sharing received after termination will not be considered for sharing and will be the member's financial responsibility.

## Coordination of Sharing

netWell™ facilitates the sharing of eligible requests for sharing only after any other responsible parties have paid on the member's behalf. If another party is allegedly accountable or liable for a request for sharing, netWell™ may wait to share any eligible requests for sharing until that party has paid in full. The following Coordination of Sharing provisions apply:

Suppose a member has an insurance policy (regardless of self, partial, or fully insured) in addition to participating in the netWell™ membership. The member must submit all requests for sharing to other payers before submitting them to netWell™ for consideration. Once any other responsible party has processed their decision, the member may submit to netWell™ any requests for sharing for an eligibility determination under the Membership Guidelines. Proof of the decision from the other payer is required when submitting the member's requests for sharing and a copy of all Explanation of Benefits (EOB). If an Explanation of Benefits (EOB) is not provided, the request for sharing will not be considered for an eligibility determination but will be processed as ineligible for sharing by the membership. The member's eligible request for sharing will be reduced by the amount received from any other responsible party.

If a member participates in more than one Health Care Sharing Ministry (HCSM), the member should only submit requests for sharing to one HCSM at a time. The HCSM, the member who has participated the longest, will be considered the primary entity responsible for processing the request for sharing for eligibility determination. Should there be any unshared amounts, the member can submit those to the secondary HCSM for an eligibility determination. The member must provide copies of all Explanations of Sharing (EOS) from the first HCSM to be considered under the netWell™ membership.

If netWell™ shares an eligible request for sharing for which a third party is wholly or partially responsible or liable, the member agrees to reimburse netWell™ for all such eligible request for sharing shared when the responsible third-party pays the member for any part of the eligible request for sharing. These amounts will not exceed the amount shared by netWell™ on behalf of the members. Examples of third-party liability include, but are not limited to, commercial or private liability insurance due to injury on another's property (including school accident insurance); motor vehicle insurance (your insurer if you are at fault or both insurers if another is at fault), or if a responsible negligent party can be held accountable via a civil action. This provision applies even if payment to the member by a responsible third party is delayed for any reason, including legal action on the part of the member to recover damages.

**Other Available Assistance:** If another organization is willing or potentially responsible for covering any portion of an eligible request for sharing and the member declines this assistance, that portion will not be considered for sharing by netWell™. Additionally, any funds raised through crowdfunding for an eligible request for sharing must be reported to netWell™ and applied toward the eligible amount that is outlined in the Membership Guidelines thereby reducing the shareable amount.

## Appeal Review Process

**1**

**Call netWell™:** Many concerns or questions may be resolved by calling netWell™ directly. netWell™ strives to provide excellent member service, and member satisfaction. A member must attempt to resolve the issue with netWell™ before submitting a appeal. netWell™ can be reached at 1-866-NETWELL (1-866-638-9355).

**2**

**Written Dispute:** A member has 30 days from the date of disposition to submit a request for an appeal. Disputes may be submitted in the following two ways: By submitting a Request for Appeal by email to [appeals@netwell.com](mailto:appeals@netwell.com) By mailing a Request for Appeal to:

netWell™  
PO Box 343  
Ringwood, NJ 07456-9998

Any other method of communication will not be considered for purposes of the appeal process. netWell™ will confirm receipt of your appeal after submission. If more information is needed, a member of the netWell™ team will notify you. If your Request for Appeal is related to a service, you have not yet received (A denial of pre-authorization), you will receive a response within 30 days of an accepted Request for Appeal. If your dispute is related to a service you have already received, you will receive a response within 30 business days after your Request for Appeal is accepted. netWell™ is a charitable organization and will not consider any Better Business Bureau complaint as an Appeal.

## Member Acknowledgements

As a member of netWell™, at the time of enrollment, YOU acknowledged and agreed to (by signature) the Member Acknowledgment Agreement, the Statement of Religious and Ethical Beliefs, and the provisions of the Membership Guidelines.

The Primary Member must approve and ensure that all active dependents participating in the netWell™ Membership abide by and agree to the Member Acknowledgment Agreement and the Membership Guidelines.

**netWell™ is NOT:**

netWell™ is NOT insurance, and it should NOT be presented as insurance by a netWell™ coordinator or by any third party.

netWell™ does NOT replace traditional insurance, and members remain responsible for their Request for Sharing. netWell™ does NOT assume any legal risk, obligation, guarantee, or promise that eligible Request for Sharing will be shared by the membership.

**netWell™ IS:**

netWell™ IS a Health Care Sharing Ministry (HCSM). netWell™ members believe in a common core of religious or ethical beliefs and voluntarily contribute toward members' eligible Requests for Sharing based on those beliefs. netWell™ IS an HCSM that facilitates the Requests for Sharing based on Member Commitment Contributions (MCC) and the provisions of the Membership Guidelines.

## **Membership Guidelines:**

I have or will thoroughly read and understand the most current Membership Guidelines. I acknowledge that I have determined that this membership meets my healthcare needs. I have had the opportunity to voice any questions and receive satisfactory answers.

I can access the most current Membership Guidelines online and in my Member Portal. I acknowledge that the Membership Guidelines is part of the Member Enrollment Request.

The Membership Guidelines outlines which of my medical requests may or may not be eligible for sharing but does NOT constitute a contract and carries no promise or guarantee to share in my eligible Request for Sharing, implied or otherwise.

The provisions of this Membership Guidelines are in effect on the date of service for any of my Requests for Sharing, even if I have received contradictory verbal communications. Please see the full Explanation of Sharing located in the Member Portal for further details regarding Request for Sharing.

## **Member Duties:**

I will honestly, accurately, and thoroughly answer the medical questions on the Member Enrollment Request.

I will read the most current Membership Guidelines as it is subject to change or update with appropriate written notice.

I will provide the necessary authorizations and consent to submit my Monthly Charitable Donations, Monthly Commitment Contributions, and Membership Fees.

I will request a review of any Requests for Sharing that I believe have not been processed correctly. If I am still dissatisfied after such review, I will utilize the provisions in the Membership Guidelines to appeal.

I will ensure that all active members under my membership abide by the Statement of Religious and Ethical Beliefs. Failure to comply with these beliefs and this Member Acknowledgment Agreement

may result in the cancellation of my membership and/or my Requests for Sharing may be processed as ineligible per the Membership Guidelines.

It is my responsibility as a member of netWell™ is to be kind and respectful to netWell™ employees.

### **Monthly Commitment Contributions:**

Monthly Commitment Contributions (MCC) are based on the size of my membership, the age of the oldest member, and the membership option I have chosen. I understand my membership cost will increase when I age into a new age band.

My Monthly Commitment Contribution (MCC) changes at certain ages based on the oldest member's age. It can also change if Monthly Commitment Contributions (MCC) change for all members, and I will be notified in advance. My Monthly Commitment Contribution (MCC) includes Monthly Membership Fees. It is drafted five days before the Member's Effective Date.

### **Length of Membership:**

My membership can become effective no less than five(5) days or more than sixty(60) days after my enrollment date.

Cancellation requests must be made in writing within 72 hours of the next Monthly Commitment Contribution (MCC).

netWell™ can cancel my membership if I fail to follow the Statement of Religious and Ethical Beliefs contained in this Member Acknowledgment Agreement or if I fail to make my Monthly Commitment Contributions (MCC).

### **Appeal Review Process:**

I expect to be treated with respect in my dealings with netWell™ coordinators, and I will treat them with the same respect.

I will use the Appeal Review Process to resolve disagreements regarding eligibility determinations or how Request for Sharing have been processed.

# Dental Membership

Flexible Options with access to every affiliated Bento Dentist nationwide.

Get started today at <https://www.netwell.com/dental/>



	Silver Silver Membership	Gold Gold Membership	MOST POPULAR Platinum Platinum Membership
Services	\$500 Annual Max Sharing/Member	\$1000 Annual Max Sharing/Member	\$500 Annual Sharing/MemberMax
Member Commitment Portion (MCP)	Preventative + Diagnostic: No MCP	Preventative + Diagnostic: No MCP	Preventative + Diagnostic: No MCP
Preventive + Diagnostic Sharing	100% Bento Dentists Only	100% Bento Dentists / 60% Non-Bento Dentists*	100% Bento Dentists / 90% Non-Bento Dentists*
Basic Restorative Sharing	20% Bento Dentists Only	50% Bento Dentists / 40% Non-Bento Dentists*	70% Bento Dentists / 60% Non-Bento Dentists*
Fillings	✓ One per tooth surface every 24 months	✓ One per tooth surface every 24 months	✓ One per tooth surface every 24 months
Prosthetic Maintenance	✓ One per 12 months after 24 months	✓ One per 12 months after 24 months	✓ One per 12 months after 24 months
X-Rays	✓ Bitewing x-rays once every 12 months	✓ Bitewing x-rays once every 12 months	✓ Bitewing x-rays once every 12 months
Routine Cleanings	✓ Twice in 12 months	✓ Twice in 12 months	✓ Twice in 12 months
Periodontal Cleanings	✓ Once every 3 months after active treatment	✓ Once every 3 months after active treatment	✓ Once every 3 months after active treatment
Sealants (Under age 16)	✓ Once per unrestored permanent molar every 36 months	✓ Once per unrestored permanent molar every 36 months	✓ Once per unrestored permanent molar every 36 months
Major Restorative Sharing	–	✓ 25% Bento Dentists Only (90-day waiting period)	✓ 50% Bento Dentists / 25% Non-Bento Dentists* (90-day waiting period)
Crowns	–	✓ Once per tooth in 60 months	✓ Once per tooth in 60 months
Gum Treatment (Periodontics)	–	✓ Scaling, root planing once per quadrant in 24 months	✓ Scaling, root planing once per quadrant in 24 months
Oral Surgery	–	✓ Simple tooth extractions	✓ Simple tooth extractions
Implants	–	✓ Once per tooth in 84 months	✓ Once per tooth in 84 months
Root Canal Treatment	–	✓ Once per tooth / Retreatment after 24 months	✓ Once per tooth / Retreatment after 24 months
MCP for Non-Bento Providers	Not reimbursed	✓ Members responsible for difference	✓ Members responsible for difference
Orthodontia	–	–	✓ 50% Bento/ 50% Non-Bento* (180-day waiting period)



# Filling prescriptions can be a hassle. We've made it fast & easy.

No Claims/Copays | Nationwide Coverage | Free Home Delivery | Fast & Easy Refills



More than **one-third of Americans (37%)** say they have not filled a prescription for medication because of its cost.

Discover simple, streamlined prescription management right at your fingertips.

## Service Highlights

### Ⓐ No Cost Medications

Access 1,000+ maintenance and 70+ urgent meds without breaking the bank

### Ⓐ Pharmacy Savings Program

Get expensive meds for less through our international partners

### Ⓐ Pharmacist Consultation

Get quick, reliable answers to all your medication-related questions

### Ⓐ Pharmacy Discount Card

Our discount card ensures affordability for medications not covered on our formulary



**revive**  
your health



# Emergencies are inconvenient. Getting help shouldn't be.

No Claims/Copays | Nationwide Coverage | Convenient Access | Exclusive Providers



Experience 80% faster expert medical care. Save up to 100 minutes with virtual urgent care visits.

Urgent care should be fast, convenient, and available anytime, anywhere.

## Service Highlights

### 🕒 Help Within Minutes

Access medical care for urgent needs within minutes not hours.

### 🕒 24/7/365

Urgent care needs can strike at any time, access care no matter the time or place.

### 🕒 Exclusive Top-Notch Providers

Our exclusive network of doctors are ready to help you feel well and thrive.

### 🕒 Efficiency

Get expert medical advise, prescriptions and referrals in around 20 minutes.



**revive**  
your health



# Making exceptional primary care accessible wherever you are.

No Claims/Copays | Nationwide Coverage | Consults within 1-3 days | Continuous Care



Nearly 100 million people across the U.S. lack access to a primary care provider (PCP).

Experience health care on your terms. With ease of access and personalized care plans, quality care is always at your fingertips.

## Service Highlights

### Personalized Care

Experience healthcare unique to you, with expert guidance, prescriptions and referrals.

### Annual Wellness Checks

Receive a tailored health strategy following your detailed exam to help you thrive.

### Ongoing Care

Get personalized treatment from the same doctor to achieve your ongoing health goals.

### Reliable and Secure Access

All appointments are confidential, protected, and easy to schedule. Consults within 1-3 days.



**revive**  
your health



# Asking for help can be scary. Our expert mental health care isn't.

No Claims/Copays | Nationwide Coverage | Clinical Coordination | Provider Matching



1 in 4 U.S. adults have experienced a mental health condition in the past year

When it comes to your mental health, you need someone who understands the way forward.

## Service Highlights

### 🕒 In-the-moment Support

When you're struggling, every second counts.  
Access mental health support 24/7

### 🕒 Master's Level Clinicians

When you call, you are connected with a master's level clinician to support you

### 🕒 Regular Check-ins

Stay on track with regular follow-ups and check-ins to keep making goal progress

### 🕒 Safe Space

Your mental health is personal and we keep it that way. Access confidential care anytime.



**revive**  
your health

## Save big on your hospital bills.

You get free access to Goodbill, which **saves you up to 100%** through hospital discounts and negotiation – even for visits that normally aren't eligible.



*"A fantastic experience. Saved me 25% on my total hospital bill. I will continue to use this service forever!"*

Carsen S.

Patient



### How it works

#### We get a hospital visit alert

netWell alerts us to your recent hospital visit.

#### We contact you for info

Our member concierge reaches out to help you complete a few steps.

#### You save money

We help you apply for discounts and negotiate down your hospital bill.

### Frequently Asked Questions

#### How do you save me money?

Our certified clinicians and coders check your charges against your hospital visit records to flag and remove errors and unnecessary charges. We also find additional discounts that you may qualify for, based on your hospital and income.

#### How much could I save?

Hundreds or thousands of dollars, even for visits that normally aren't eligible to be shareable through netWell.

TIME

USA TODAY

Money

Modern Healthcare

iHeart  
PODCASTS

U.S. News



Questions?  
Get in touch!

Visit us  
[goodbill.com/  
netwell](http://goodbill.com/netwell)

Email us  
[help@goodbill.com](mailto:help@goodbill.com) (206) 759-7344

Call us:





## Labcorp

**Effective January 1, 2025, Labcorp is the exclusive national laboratory network provider for outpatient, specialty lab and pathology testing services.**

Labcorp is your partner for accessible, affordable care and better health—combining our expertise in innovative clinical test technology through our specialized labs.

Labcorp is committed to empowering better patient care through enhanced member experience and access, reducing costs and improving quality.

We believe in harnessing science for human good and promoting affordable care and better outcomes for your members—because we know that one test can have the power to change everything.

**Labcorp offers many service enhancements for you and your patients, including:**

### Improved Member Experience

- Member access to comprehensive patient services, such as national network of more than 2,000 patient service centers (including over 400 Walgreens locations)
- Convenient home sample collection services and digital self-service tools
- Women's health programs
- Employer wellness programs

### Access to Personalized Care and Innovation

- Hundreds of scientific resources – including nearly 6,500 clinical laboratory tests, with new tests added each year, and an emphasis on precision medicine testing – allowing more individualized care of members
- Pre-orders and post-service tools for ordering clinicians to aid in efficient selection of lab tests
- Genetic counseling support for test ordering and interpretation

### Reduced Costs and Increased Efficiencies

- Single-source diagnostics partner supporting testing needs across the care continuum
- Support for value-based care through decision support tools, lab stewardship dashboards and best practices

### Improved Quality Metrics and Outcomes

- Health equity focus on access to routine tests and population health expertise
- Simplified test orders and results through intuitive EHR interfaces, including access to historical Labcorp test results, regardless of ordering physician
- Care management support for chronic conditions
- Gaps in care program access to lab data for utilization analysis

[netwell.com](http://netwell.com)

1-866-NETWELL  
(638-9355)

For additional information about Labcorp, including a continually updated list of current and new PSCs and hours of operation, please visit [Labcorp.com](http://Labcorp.com).

netWell™ a 501(c)(3), is not an insurance company but a religious health care sharing ministry.  
netWell is not offered in: MA, MD, PA, VT, WA

# Glossary of Defined Terms

**Active** - a member's status when they have met all Membership Guideline provisions to remain eligible for sharing by the membership.

**Adoption** - the legal process that establishes a parent/child relationship between individuals who are not related by blood or marriage.

**Advanced Imaging** - diagnostic imaging procedures including MRI, CT, and nuclear medicine imaging, such as positron emission tomography. Excludes X-rays and ultrasounds.

**Allowed Amount** - the total amount billed by your provider or facility reduced by any discounts, fees, or other funding sources.

**Alternative Care** - is a non-experimental treatment such as acupuncture, holistic, homeopathic, or naturopathic treatments, which may provide less invasive and more cost-efficient care.

**Ambulance** - medically necessary ground, air, or water transportation for eligible emergency services to the nearest medical facility or between two medical facilities.

**Annual Maximum Sharing Limit** - the maximum amount the membership will share on behalf of the member for eligible requests for sharing during a given year on the membership. The maximum amount is determined by the billed charges submitted for sharing consideration

**Appeals Committee** - the selected individuals established by netWell™ to resolve an Appeal Review when the member does not agree with an eligibility determination or the processing of their requests for sharing.

**Appeal Review** - when the member has submitted an Appeal Review and the member still believes that netWell™ has processed their request for sharing incorrectly.

**Appeal Review Process** - the process established by netWell™ for members to have their concerns or questions resolved regarding either eligibility determination or the processing of requests for sharing.

**Arbitration** - using a neutral party to settle a disagreement or legal disagreement the member may have with netWell™.

**Balance Billing** - the difference between what the medical provider or facility bills the member for medical services rendered and what netWell™ allows for the same medical services based on the netWell™ Network. If the medical provider or facility does not accept the netWell™ Network permitted amount, the medical provider or facility may bill the member for this difference, resulting in a balance billing.

**Behavioral Health** - refers to how our daily cognitive habits affect our overall well-being, emotions, biology, and behavior.

**Cancellation Date** - the month, day, and year your membership is no longer active due to the member's request or any situation that may have gone against the Statement of Religious and Ethical Beliefs or for non-receipt of a member's Monthly Commitment Contribution (MCC).

**Cancer** - the name given to a collection of related diseases. In all types of cancer, some of the body's cells begin to divide without stopping and spread into surrounding tissue.

**Combined** - the total allowed visits or amount shared.

**Combined Membership** - a member plus one or more qualified dependents participating in netWell™ under the same membership.

**Date of Service (DOS)** - the date medical services were rendered.



Dependent - your spouse and any of your unmarried children (by birth, legal adoption, or marriage) through the age of 27, whom you have included on a Membership Enrollment Request or added after your membership effective date.

Effective Date - the month, day, and year a membership begins or the month, day, and year of the most recent membership change. The effective date is used to document when the 365-day membership year begins and ends to reset the Member Commitment Portion (MCP).

Eligible for Sharing - any procedure, service, test, or treatment that has met all the Membership Guidelines for sharing by the membership. Any discounts, fees, or other funding sources will reduce an eligible request for sharing.

Eligible Request for Sharing - a medical request that meets the Membership Guidelines for sharing by the membership. Member Commitment Portion (MCP) and Visit Fees may apply.

Eligible Newborn - a dependent born under an eligible, combined membership meeting the Membership Guidelines to be added to the membership.

Enrollee - a member who has signed up to participate in the membership.

Emergency - A medical emergency is an acute illness or injury that poses an immediate risk to a member's life or long-term health. It is sometimes called a situation risking "life or limb." If not medically treated immediately, it could cause death, disability, or severe harm to the member.

Emergency Room (ER) Visit Fee: All members have an ER Visit Portion for eligible emergency room visits.

Enrollment Fee - a one-time amount designated to set up member-to-member sharing accounts at the date of the Enrollment Request.

Enrollment Charitable Donation - amount designated by netWell™ to be submitted by the enrollee on the date of the enrollment request.

Enrollment Date - the date netWell™ receives a completed Membership Enrollment Request. An enrollee can select the date a membership becomes effective within five (5) calendar days or no more than sixty (60) days after a completed Member Enrollment Request.

Explanation of Sharing (EOS) - a statement provided to the member and the member's provider once a request for sharing has been processed. The EOS will reflect if the request for sharing was eligible, pended for additional information, or was processed ineligible for sharing per the Membership Guidelines. The EOS reflects what Member Commitment Portion (MCP) or Visit Fee you may be responsible for and the membership shared amount.

FDA - the Food and Drug Administration protects public health by assuring the safety, efficacy, and security of human and veterinary drugs, biological products, medical devices, our nation's food supply, cosmetics, and products that emit radiation.

Funds, Funding, or Funded - any reference to any monies, either by or for the member or by or for the membership.

Health Care Sharing Ministry - Health Care Sharing Ministry ("HCSM"). HCSM members believe in a common core of religious or ethical beliefs and voluntarily contribute toward members' eligible requests for sharing based on those beliefs.

Home Health Care - a wide range of medical services that can be given in your home due to an illness or injury.

Hospital - an institution that is built, staffed, and equipped for the diagnosis of disease, for medical and surgical treatment of the sick and the injured, and their housing during this process. 55

Illness - acute or chronic - a disease or period of sickness affecting the body or mind.

Inactive - a member's status when they have failed to meet Membership Guidelines to remain eligible for sharing by the membership.

Incident - an occurrence of an action or situation that is a separate unit of experience.

Ineligible Request for Sharing- a medical request that does not meet the Membership Guidelines for sharing by the membership.

Ineligible Newborn – if a newborn is born under an ineligible maternity, the member must complete a Membership Enrollment Request to add their newborn.

Initial Waiting Period - a period time that a member must wait beyond the member's effective date before a medical service may be eligible for sharing by the membership.

Injury - damage to body or mind caused by accident or acts of violence.

Laboratory Services - tests on specimens from the body (such as blood or urine) used to diagnose and treat members.

Licensed Medical Professional - an individual who has completed a prescribed program of study in a healthcare field and has obtained a license to practice in that field. Some examples of licensed medical professionals are doctors, nurses, chiropractors, physical therapists, and physician assistants.

Life-threatening or Life-altering - capable of causing death: potentially fatal or life-threatening disease/ condition; having an effect that is strong enough to change someone's life.

Lifetime Maximum Sharing Limit - the maximum amount the membership will share on behalf of the member for eligible requests for sharing during the lifetime of the membership. The maximum amount is determined by the billed charges submitted for sharing consideration.

Maternity - of, relating to, or for the period in which a woman is pregnant or has just given birth to a child.

Maximum Sharing Limit - the maximum amount the membership will share on behalf of the member for specific eligible request for sharing.

A Medical Facility- where sick or injured members are given care or treatment.

Request for Sharing- charges or expenses for medical services provided to you by a medical facility or a licensed medical professional submitted on the member's behalf.

Medical Review - the practice by which a licensed medical professional reviews a member's medical records to determine if a request for sharing has met the Membership Guidelines for sharing.

Medical Services - all medical and health care services provided to a member, including, but not limited to, medical services that may or may not be eligible for sharing by the membership.

Medical Tourism - the practice of traveling intentionally to another country or region to receive medical care outside the United States.

Medically Necessary - health care services or supplies needed to diagnose or treat an illness, injury, medical condition, disease, or its symptoms that meet accepted medical standards.



Medical Necessity - refers to a decision by netWell™ that your treatment, test, or procedure is necessary for your health or to treat a diagnosed medical problem.

Member - any individual, including all dependents, participating in the membership.

Member Commitment Portion (MCP) - the amount each member is responsible for each membership year before the membership will share toward eligible requests for sharing.

Member Enrollment Request - the enrollment process for enrolling and being accepted onto the netWell™ membership.

Member Limitation - an illness, injury, or medical condition that will not be eligible for sharing under the Membership Guidelines for a specific individual member for a specified length of time.

Member Portal - where a primary member and all dependents are provided online access to manage their membership, make adjustments, access member documents, and view all Monthly Commitment Contributions and requests for sharing.

Member Request for Sharing Review - an initial request to review the processing of a request for sharing on behalf of the member.

Member Signature Documents - all documents requiring signatures as part of the Member Enrollment Request.

Membership Option - membership options that is selected at the time of their Member Enrollment Request. Member Commitment Portions (MCP) will vary along with maximum sharing limits based on the membership option chosen by the primary member. The membership option may be changed at the primary member's request and with netWell™'s approval.

Membership Year - 365 days from the member's effective date, including each subsequent program year after that. Mental Health - includes emotional, psychological, and social well-being. It affects how we think, feel, and act. It also helps determine how we handle stress, relate to others, and make healthy choices.

Monthly Charitable Donation - the funds voluntarily submitted monthly to help support charitable organizations and their initiatives.

Monthly Commitment Contribution (MCC) - the funds voluntarily submitted monthly to enable sharing for eligible request for sharing by the membership. The member's MCC is based on the membership option selected by the member.

Monthly Membership Fee - the funds submitted monthly by a member for participation in the membership.

Office Visit - an in-person visit with a licensed medical professional to discuss new or existing health issues, concerns, worries, or symptoms. Providers may order tests, prescribe medication, or provide advice and education.

Organ Transplant - a medical procedure in which an organ is removed from one body and placed in the recipient's body to replace a damaged or missing organ.

Pre-authorization - the process by which netWell™ determines whether a medication, service, or procedure will be eligible for sharing.

Primary Care Physician - a physician who provides the first contact for a person with an undiagnosed health concern and the continuing care of varied medical conditions, not limited by cause, organ system, or diagnosis.



Pre-existing - injury, illness, or medical condition for which a member has received a medical diagnosis, medical advice, medical treatment, diagnostic services, prescribed medications, or presented signs or symptoms at any time during the 24-month medical review period before the member's effective date.

Prescription - an instruction written by a licensed medical professional that authorizes a patient to be provided a medicine or treatment.

Preventive Services - any medical service that protects against or reduces the likelihood of health emergencies.

Primary Member - the oldest participating member on a membership, whether you are an individual member or a member with dependents.

Prosthesis is an external or implanted device that substitutes for or supplements a missing or defective body part.

Provision - the requirements you acknowledge you must follow to maintain an active membership with netWell™ or the requirements you must meet for medical services to be eligible for sharing.

Rehabilitation Facility - a licensed medical facility that assists in regaining abilities and independence.

Self-Funded (Self-Pay) Member - All members are considered self-funded because netWell™ is NOT insurance, and neither netWell™ nor the membership guarantees or promises sharing. Self-funded members also refer to members who fund medical services because a medical provider or facility will not submit requests for sharing directly to the membership.

Shared/Sharing - the act when the member has met the Membership Guidelines for their request for sharing to be funded on behalf of the other active members.

Sign - an objective observation or finding.

Skilled Nursing Facility - a licensed medical facility specializing in nursing and therapy care to treat, manage, and observe a condition and evaluate care.

Specialist - a licensed medical professional that completed advanced education and training in a specific field of medicine.

Standard of Care - treatment that medical professionals accept as a proper treatment for each diagnosis and that is widely practiced by healthcare professionals.

Symptom - a physical or mental feature which is regarded as indicating a condition of disease. Telemedicine - the practice of medicine using technology to deliver care at a distance.

Timely Filing Submission - the period between a date of service and the date netWell™ will accept a medical request to consider whether the request for sharing is eligible.

Urgent Care - medical conditions that are serious or acute but pose no immediate threat to life or limb but which require attention within 24 hours.

Visit Fee - the portion of a request for sharing that the member pays at the time of each visit to a medical provider, collected even after the Member Commitment Portion (MCP) has been met or exceeded. The Visit Fee never applies toward the MCP.

Voluntarily - done, made, or given willingly.

## Disclaimers

NETWELL™ IS NOT AN INSURANCE COMPANY BUT A RELIGIOUS HEALTH CARE SHARING MINISTRY (HCSM) THAT FACILITATES THE SHARING OF MEDICAL REQUESTS AMONGST MEMBERS. Under 26 USC § 5000A(d)(2)(B)(ii), netWell™ members are exempt from the ACA's individual mandate. netWell™ does not assume any legal risk or obligation for payment of member medical requests. Neither netWell™, nor its members guarantee or promise that medical requests will be shared or paid by the membership. Please check [www.netwell.com/legal-notices](http://www.netwell.com/legal-notices) for the full, complete and most up to date state legal notices.

## State Disclosures

**GENERAL NOTICE FOR THE FOLLOWING STATES:** Alabama Code Title 22-6A-2, Alaska Statute 21.03.021(k), Arizona Statute 20-122, Arkansas Code 23-60-104.2, Florida Statute 624.1265, Georgia Statute 33-1-20, Idaho Statute 41-121, Illinois Statute 215-5/4-Class 1-b, Indiana Code 27-1-2.1, Louisiana Revised Statute Title 22-318,319, Maine Revised Statute Title 24-A, §704, sub-§3, Michigan Legislature Section 550.1867, Mississippi Code Title 83-77-1, Nebraska Revised Statute Chapter 44-311, New Hampshire Section 126-V:1, North Carolina Statute 58-49-12, South Dakota Statute Title 58-1-3.3, Texas Code Title 8, K, 1681.001, Virginia Code 38.2-6300-6301, Wyoming Statutes Title 26.1.104(a)(v)(C):

**IMPORTANT NOTICE:** This organization facilitating the sharing of medical expenses is not an insurance company, but a Health Care Sharing Ministry (HCSM). Neither this publication, nor its ministry memberships, nor ministry guidelines, nor plan of operation, nor financial assistance provided through the ministry, constitutes or creates an insurance policy and it is not provided through an insurance company. This document is not a contract of insurance or a promise to pay for the financial or medical needs of a participant by the ministry. As such, participation in the organization or a subscription to any of its documents should never be considered the purchase of insurance. If you join this ministry by purchasing one of its programs instead of purchasing health insurance, you will be considered uninsured. By the terms of this program, whether any participant in the program chooses to assist you with your medical bills, is completely voluntary. Neither the organization nor any other participant can be compelled by law or otherwise to contribute toward your financial or medical bills. Regardless of whether you receive any payment for medical expenses or whether this organization continues to operate, you are always personally responsible for the payment of your own medical bills and other obligations incurred regardless of any financial sharing you may receive from the organization for medical expenses. The memberships offered through this organization are not offered through an insurance company and the organization is not subject to the regulatory requirements or consumer protections codes established by States' Department of Insurance. Should you have complaints concerning this Health Care Sharing Ministry, you may report them to the office of the States' Attorney General.

**GENERAL NOTICE FOR THE FOLLOWING STATES:** Missouri Statute § 376.1750 and Wisconsin Statute 600.01(1)(b)(9):

**IMPORTANT NOTICE:** This publication is not an insurance company, nor is it offered or issued through an insurance company. This publication does not guarantee or promise that your medical bills will be published or assigned to other subscribers or members for payment. Whether anyone chooses to assist you with your medical bills will be entirely voluntary, as no one will be compelled to contribute towards your medical bills. As such, this publication should never be considered insurance, or a substitute for an insurance policy. Whether or not you receive any payments for medical expenses and whether or not this publication continues to operate, you are always personally responsible for the payment of your own medical bills.

## KENTUCKY REVISED STATUTE 304.1-120 (7)

NOTICE: UNDER KENTUCKY LAW, THE RELIGIOUS ORGANIZATION FACILITATING THE SHARING OF MEDICAL EXPENSES IS NOT AN INSURANCE COMPANY, AND ITS GUIDELINES, PLAN OF OPERATION, OR ANY OTHER DOCUMENT OF THE RELIGIOUS ORGANIZATION DO NOT CONSTITUTE OR CREATE AN INSURANCE POLICY. PARTICIPATION IN THE RELIGIOUS ORGANIZATION OR A SUBSCRIPTION TO ANY OF ITS DOCUMENTS SHALL NOT BE CONSIDERED INSURANCE. ANY ASSISTANCE YOU RECEIVE WITH YOUR MEDICAL BILLS WILL BE TOTALLY VOLUNTARY. NEITHER THE ORGANIZATION OR ANY PARTICIPANT SHALL BE COMPELLED BY LAW TO CONTRIBUTE TOWARD YOUR MEDICAL BILLS. WHETHER OR NOT YOU RECEIVE ANY PAYMENTS FOR MEDICAL EXPENSES, AND WHETHER OR NOT THIS ORGANIZATION CONTINUES TO OPERATE, YOU SHALL BE PERSONALLY RESPONSIBLE FOR THE PAYMENT OF YOUR MEDICAL BILLS.

## Montana Code 50-4-111:

NOTICE: The health care sharing ministry facilitating the sharing of medical expenses is not an insurance company and does not use insurance agents or pay commissions to insurance agents. The health care sharing ministry's guidelines and plan of operation are not an insurance policy. Without health care insurance, there is no guarantee that you, a fellow member, or any other person who is a party to the health care sharing ministry agreement will be protected in the event of illness or emergency. Regardless of whether you receive any payment for medical expenses or whether the health care sharing ministry terminates, withdraws from the faith-based agreement, or continues to operate, you are always personally responsible for the payment of your own medical bills. If your participation in the health care sharing ministry ends, state law may subject you to a waiting period before you are able to apply for health insurance coverage.

UTAH: THIS IS NOT AN INSURANCE POLICY. IT IS A VOLUNTARY PROGRAM THAT IS NEITHER APPROVED, ENDORSED OR REGULATED BY THE UTAH DEPARTMENT OF INSURANCE AND THE PROGRAM IS NOT GUARANTEED UNDER THE UTAH LIFE AND HEALTH GUARANTY ASSOCIATION.

IT IS VERY IMPORTANT THAT YOU REVIEW this organization's guidelines carefully and completely, and that you make sure you understand any limitations that may affect your personal medical and financial needs.



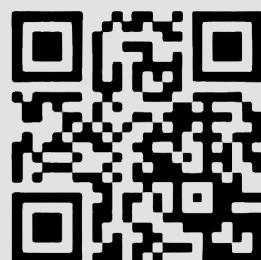
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## Keep In Touch

Questions? We are here to serve you. You may visit our website by simply scanning the QR code below. Or call us to speak to a netWell coordinator today.