

## Liv by Advantia Health

### Membership Terms and Consent

#### PART 1: Membership Terms

In order for you to be a patient at Liv Advantia DC PLLC (Liv by Advantia Health or Liv) and access member-only services provided by Liv, you must agree to pay an annual membership fee. This membership fee is required of all Liv members. The membership fee enables Liv to provide our members with enhanced benefits beyond a typical physician practice and what is typically covered by insurance. The following benefits are not guaranteed and are subject to change at any time without notice:

- Access to novel technologies like online self-scheduling with interactive SMS functionality to allow for easy and convenient appointment scheduling, cancellation, rescheduling and waitlist functionality
  - Free same-day home delivery of prescription medication through our partnership with Capsule
  - 24/7 access to lactation consultants and pediatric experts through access to Pacify
  - A care coordination team to assist with referrals to other specialists, provide personalized education and serve as a resource for clinical questions
- Access to wellness offerings to enhance whole-self care and discounted services with community partners
  - Access to all in-person and virtual learning sessions organized by Liv
  - Access to discounted online childbirth and baby care classes

The annual membership fee is paid in full at the time of check-in for your first appointment. The fee must be paid by credit or debit card (cash and checks are not accepted). Membership in Liv is for a 12-month term and will automatically renew each year unless canceled (as provided below). Liv will charge your payment method on file on the annual anniversary of your initial subscription. You will receive notification 30 days prior to your automatic membership renewal. You may cancel your membership as provided below.

The annual membership fee is not a covered benefit under most health insurance plans and you accept responsibility for paying the membership fee out of pocket. The membership fee may be a reimbursable expense through your Health Savings Account (HSA) or Flexible Spending Account (FSA). At the patient's request, we will provide documentation to the patient to submit for reimbursement. Liv does not provide benefit advice and makes no guarantee as to what may be a covered benefit under any benefit plan. You are responsible for submitting any such claims to your benefit providers.

Payment of the annual membership fee is not a requirement to receive medical services at Liv by Advantia Health. While we do accept most major insurance plans, we understand that payment of the annual fee may be financially difficult. To request a waiver of the annual membership fee, refer to the Membership Fee Waiver section below. Any approved waiver of the membership fee is reassessed every twelve months.

To discontinue your membership, submit a membership cancellation request to Liv at [liv@advantiahealth.com](mailto:liv@advantiahealth.com) at least 30 days before the end of your current membership term. Membership

will be discontinued on the last day of your current membership term. Requests made less than 30 days before the end of your current membership term may be subject to automatic renewal of the annual membership fee. Members will retain full access to all membership offerings through the end of their current membership term. Annual membership fees are non-refundable.

Liv may modify the terms and conditions of membership at any time by providing notice to members on its website or posting notice of any such changes at Liv.

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## **PART 2: Membership Fee Waiver for Financial Hardship**

Liv by Advantia Health recognizes individuals may be unable to pay the membership fee for financial reasons. You may request a waiver of the annual membership fee based on qualifying criteria and individual circumstances. To qualify for a waiver of the annual membership fee, you must be considered a “very low-income resident”, based on the DC Department of Housing and Community Development (DHCD) median family income (MFI) (also known as area median income information). If approved, we will waive the annual membership fee for an initial 12-month period. Recipients of the waiver will need to submit a new application annually with supporting documentation.

To apply for a waiver of the annual membership fee, fill out the Annual Membership Fee Waiver Form and send to [liv@advantiahealth.com](mailto:liv@advantiahealth.com). Liv may request additional supporting documentation prior to approving the request.

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## **PART 3: Insurance Coverage**

Liv by Advantia Health may be a participating provider with certain insurance carriers. Such participation may change at any time. In order for Liv to bill an insurance for any medical services, a member must have active insurance (of which Liv is a participating provider) at the time that covered services are rendered. If you are not covered by insurance which Liv participates or do not have insurance, then you agree to pay for services received at Liv.

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## **PART 4: Limited Access for Non-Members**

Payment of the annual membership fee is not a requirement to receive certain medical services at Liv by Advantia Health. Liv by Advantia Health will provide access to the following medical services to individuals who are not members: any medical service covered by insurance. Non-members will not have access to the benefits of Liv’s membership, including but not limited to any enhanced technology tools, direct access to a care coordinator, wellness offerings, and discounted services with community partners. To receive full access to all of Liv by Advantia Health’s offerings, visit [liv.advantiahealth.com](http://liv.advantiahealth.com) or contact the practice to learn more about limited access.