

Pricing Policy

Pricing & Billing Policies for your Beats Health Account

General Terms

Billing Frequency and Methods

Billing	Frequency and Method
Subscription fees	Billed monthly in advance
Transactional fees (eligibility checks, patient cost estimation, referrals, authorization)	Billed monthly in arrears
Data storage fees	Billed monthly in arrears
Data import fees	Billed monthly in arrears
Professional services (training, credentialing)	Billed monthly in arrears

- **Adding or Removing Providers.** New (activated) Providers will be charged on a pro-rata monthly basis but removed (deactivated) Providers are charged for the last full month in advance.
- **Provider** means any provider of billable medical services to patients who is an employee, customer, or has an employment, contractor, or agent relationship with a Customer, for which the Service organizes information and provides clinical, billing, marketing, and managed billing services.
- **Physician Provider** means an *individual* Provider that is authorized to directly bill Medicare or commercial insurance companies for professional healthcare services rendered to patients, and holds a degree of, including but not limited to, DDS, DO, DMD, DPM, MD, ND, NMD, or OD.
- **Therapist** means any physical therapists (PT), occupational therapists (OT), speech language pathologists (SLP), marriage and family therapists (MFT), social worker (LCSW, MSW), psychologists.

- **Non-Physician Provider** means any individual Provider other than a Physician Provider or Therapist. This includes, but is not limited to, acupuncturists, audiologists, chiropractors, mid-wives, nurse practitioners, physician assistants or registered dieticians.
- **Supervising Provider** means a Physician Provider who monitors and aids Non-Physician Providers by signing/counter-signing notes, as well as prescribing medications. A Provider that has duties in addition to the foregoing shall not constitute a Supervising Provider.
- **Facility Provider** means an organization, facility, or lab that is authorized to directly bill Medicare or commercial insurance companies for institutional healthcare services rendered to patients.
- **Fees:** : All fees charged by Beats Health are described in Beats Health's Pricing Policy page and are determined by the subscription level selected and specific provider characteristics. All prices may change with 30 days electronic notice. You are responsible for keeping your email address updated with Beats Health.
Mailing fees (example, for mailings like paper insurance claims or paper patient statements) may be increased at any time to reflect a change in the USPS postage or processing costs.
- **Billing Transaction** means , in connection with subscription pricing based on billing transaction volume, any of the following: (i) electronic claims, (ii) eligibility checks (iii) referral (iv) authorization and (v) each request submitted, paid and/or denied within an electronic remittance advice (ERA).

Billing & Other Terms

- **Account Changes:** Beats Health bills on a calendar month basis starting on the 1st of the month. Account cancelations, terminations and other changes must be made ten (10) days prior to the end of the month in order for the changes to be reflected on your next invoice.
- **No Refunds/Credits:** All fees are nonrefundable and non-cancellable. Beats Health does not refund or credit subscription fees for partial months, or any portion of a prepaid plan upon a deactivation of a Provider or account cancellation. Customer is responsible for all fees (including any monthly minimum) for the entire term of the applicable order or subscription agreement.

- **Onboarding Fee:** An onboarding fee shall be charged depending on the type of services or Products subscribed. The applicable onboarding fee shall be waived if Customer enters into an order or subscription agreement for services with a term of one year or longer.
- **Practices:** Must have at least one active Provider within a Practice for the Practice to remain active.
- **Minimum Fee:** There is a minimum monthly fee of \$250 for any account that has not activated a Provider. When a Provider is activated, subscription fees will be charged accordingly.
- **Per Transaction Fee:** In addition to monthly subscription fee, Beats Health charges \$1.50 per transaction. This is applicable for all type of transactions unless a different transaction fee is stated for specific type of transactions.
- **Multi-Practice Provider:** Providers activated within multiple practices within a single Beats Health account will be charged one subscription fee, at the highest applicable subscription level, subject to the Provider using and correctly inputting the same name, NPI, and other user information in connection with all relevant practices. However, with one subscription due to security reasons at any given time only one user can be logged in to the Beats Health platform and access related services.

Customer Support Plans & Fees

Phone, Email and Live Chat Support

- All subscription levels include unlimited access to customer support by email and over phone.

Pricing

Method	Per Transaction
Credit Card	3.25% + Applicable Taxes + Fees

What types of files can we accept data in?

Data Set	Format
Insurance Companies, Plans, and Policy Info	PDF, doc, docx, gif, jpg, jpeg, html, png rtf, tif, txt
Scanned Documents	PDF, doc, docx, gif, jpg, jpeg, html, png rtf, tif, txt

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