



Terms of Service

1. Acceptance of Terms

By accessing and using the Compass Health platform and services, you accept and agree to be bound by the terms and conditions of this agreement.

2. Care Coordination Services

Compass Health provides comprehensive coordinated care services through a network of licensed healthcare providers. Our commitment to provide expedited access to specialists is subject to provider availability and medical necessity.

- Medical services are provided by licensed healthcare professionals
- Appointments are subject to provider availability
- Emergency services are not a replacement for 911

3. Membership & Payments

Membership fees are billed annually and subject to automatic renewal. Members may choose advanced payment options for additional discounts when available.

- Annual Membership fees are non-refundable
- 30-day notice required for membership cancellation
- Family plan discount available for eligible members
- Seasonal residence plans available upon request

4. Privacy & HIPAA Compliance

We maintain strict compliance with HIPAA regulations and implement comprehensive security measures to protect your health information.

5. Patient Rights & Responsibilities

Members have specific rights and responsibilities outlined in our privacy notice documentation. This includes the right to participate in healthcare and the responsibility to provide accurate information.

6. Platform Access

Access to the digital health platform is provided as part of the membership. Members are responsible for maintain the confidentiality of their account credentials.

7. Service Modifications

Compass Health reserves the right to modify services, pricing, and terms with appropriate notice to members.

