



JELLYBEAN PEDIATRICS, LLC

Patient Membership & Services Agreement

Version 1.0 • July 2026

This Patient Membership & Services Agreement (“Agreement”) is entered into between Jellybean Pediatrics, LLC (“Practice,” “Jellybean Pediatrics,” “we,” or “us”) and the undersigned parent(s) or legal guardian(s) (“Parent/Guardian,” “you”) on behalf of the minor patient(s) listed below (“Patient”).

Effective Date: The date this Agreement is electronically signed by the patient’s parent/guardian.

1. Nature of the Practice

Jellybean Pediatrics is a direct primary care (“DPC”) pediatric medical practice.

This Agreement is not health insurance and does not replace the need for health insurance. Jellybean Pediatrics does not bill insurance for membership services, and membership fees are not insurance premiums.

Health insurance is strongly recommended for services outside the scope of this Agreement, including but not limited to emergency care, hospital services, urgent care, specialty care, laboratory testing, imaging, medications, and vaccines.

Jellybean Pediatrics provides primary care services to pediatric patients from birth through adolescence.

Jellybean Pediatrics welcomes newborn patients and encourages expectant families to schedule prenatal meet-and-greet visits prior to delivery whenever possible.

2. Voluntary Enrollment & Non-Transferability

Enrollment in Jellybean Pediatrics is voluntary. Membership is established on a per-patient basis unless otherwise agreed upon in writing. Membership is non-transferable and may not be assigned to another individual.

3. Scope of Membership Services

During an active membership, Jellybean Pediatrics provides primary pediatric care at the professional discretion of the physician and as clinically appropriate.

Membership services may include:

- House calls
- Telemedicine visits
- Phone-based clinical care and advice
- Secure electronic communication (text, email, or portal, as designated by the Practice)
- Preventive care guidance, developmental counseling, and anticipatory guidance
- Care coordination and advocacy related to the Patient's primary care

The specific services provided may vary based on patient needs, physician availability, and clinical judgment.

No specific medical outcomes are guaranteed.

4. Services Not Included

Membership fees do not include:

- Emergency or life-threatening care
- Emergency department, urgent care, or hospital services
- Specialty consultations or procedures
- Laboratory testing, imaging, vaccines, medications, or medical supplies unless explicitly agreed upon in advance
- Care provided by clinicians or facilities outside Jellybean Pediatrics

Families are financially responsible for services obtained outside the Practice.

Vaccines may be offered by Jellybean Pediatrics when available but are not included in membership fees. Vaccine products and vaccine administration may be billed separately. When possible and permitted,

Jellybean Pediatrics may submit vaccine-related claims to a family's insurance plan. Insurance participation for vaccines does not alter the direct primary care nature of this Agreement, and membership fees are never billed to insurance.

5. House Call Services

Jellybean Pediatrics provides care through house calls, telemedicine, and phone-based care.

House calls are offered within a defined service area, primarily in the east-side suburbs of Cleveland, as determined by the Practice. House call availability may vary based on distance, scheduling feasibility, weather, safety considerations, and clinical appropriateness.

The Practice reserves the right to modify, reschedule, or discontinue a house call at the physician's discretion.

Care may also be provided in other settings, including office-based visits, if added by the Practice in the future.

For all house call visits, a responsible adult age 18 years or older must be present. The Parent/Guardian agrees to provide a reasonably safe environment for care. The Practice reserves the right to terminate or reschedule a visit if safety concerns arise.

6. Telemedicine & Electronic Communication

By signing this Agreement, you consent to the delivery of medical care via telemedicine, telephone, and secure electronic communication.

You understand that:

- Telemedicine has inherent limitations
- Certain conditions require in-person evaluation or referral
- Electronic communication should not be used for urgent or emergent medical situations
- The physician may recommend alternative care when clinically appropriate

Families agree to comply with the current Communication & Access Policy, which is provided separately from this Agreement and may be updated periodically by the Practice with reasonable notice. The Communication & Access Policy is incorporated into this Agreement by reference. The Practice may update the policy periodically upon reasonable notice to families.

You understand that electronic communication may involve certain privacy and security risks despite reasonable safeguards. By signing this Agreement, you consent to communication through approved Practice platforms.

7. Emergencies

Jellybean Pediatrics does not provide emergency medical services.

If your child is experiencing a medical emergency, call 911 or go to the nearest emergency department immediately. Emergency care should never be delayed while attempting to contact the Practice.

8. Membership Fees & Payment

Membership fees are billed on a recurring basis and are due regardless of visit frequency. Fees may be adjusted with advance written notice. Current fees and membership structures are defined in the Welcome Packet provided to the patient family upon registration. Fees are subject to change.

Membership fees are paid through an approved automatic payment method maintained by the Parent/Guardian. Families are responsible for maintaining current billing and contact information.

If a payment is declined or otherwise cannot be processed, the Practice may provide notice and an opportunity to update payment information. Continued nonpayment may result in suspension or termination of membership.

Membership fees are not billed to insurance and are not reimbursable by Jellybean Pediatrics.

Membership fees are non-refundable.

Insurance Billing Acknowledgment

Membership fees are not submitted to insurance. Families remain responsible for all membership fees regardless of insurance coverage. Vaccine products and vaccine administration may be billed separately as described in the Financial Authorization & Vaccine Billing Acknowledgment.

9. Term, Renewal, Panel Capacity, & Termination

This Agreement is month-to-month and automatically renews unless terminated by either party.

Jellybean Pediatrics maintains a limited patient panel. Termination of membership does not guarantee re-enrollment if the panel is full at a later date.

Either party may terminate this Agreement with written notice. Termination notice is requested at least 5 business days before the end of the billing period. Termination will generally be effective at the end of the current billing period. Failure to give written notice prior to 5 business days before end of billing cycle may result in an additional month's charge.

Subject to Ohio law requirements for termination of the physician-patient relationship, the Practice reserves the right to terminate this Agreement immediately for safety concerns, or breakdown of the physician-patient relationship. Upon termination, reasonable assistance with transition of care will be provided as required by applicable law.

10. Physician Availability

Jellybean Pediatrics is a solo pediatric practice. Dr. Lauren Beene personally provides your child's medical care and serves as your primary point of contact.

Routine medical questions and concerns should generally be directed to the Practice through secure text messaging. Text messages received between 8:30 AM and 8:30 PM are generally answered the same day, although response times may vary depending on patient volume, physician availability, and the urgency of other patient care needs.

Text messages received after 8:30 PM will generally be answered the following morning. If a medical concern cannot safely wait until morning but does not appear to be a life-threatening emergency, Members should call the Practice rather than send a text message.

Urgent concerns arising during designated after-hours coverage periods will be managed according to the Practice's after-hours coverage procedures.

Routine prescription refill requests should generally be sent by text message. If you have questions about a medication or would like to discuss your child's treatment, please text or call the Practice. Prescription refill requests received overnight will generally be processed the following morning.

During designated evenings, weekends, holidays, vacations, or other periods when Dr. Beene is unavailable, urgent telephone calls may be answered by an experienced pediatric nurse using established pediatric triage protocols. Planned coverage periods will generally be communicated to Members in advance whenever reasonably possible.

Dr. Beene may also be unavailable due to illness, family emergencies, continuing medical education, or other unforeseen circumstances. During these times, Members may be advised to seek care from an

urgent care center, emergency department, another healthcare provider, or another covering clinician, as appropriate. Care received outside of Jellybean Pediatrics is not included in Membership Fees and may result in additional charges from the provider rendering such care.

Jellybean Pediatrics does not provide emergency medical services. Members should call 911 or go directly to the nearest emergency department for any life-threatening medical emergency.

11. Communication Expectations

The direct access provided through this Membership is intended to foster thoughtful, personalized pediatric care and depends on mutual trust, professional respect, and reasonable expectations from both the physician and Members.

Members agree to use direct physician access responsibly and in good faith. While there is no limit on medically appropriate communication, excessive, repetitive, non-medical, harassing, abusive, threatening, or otherwise inappropriate communication, or communication that materially interferes with the physician's ability to care for other patients, may constitute misuse of the Membership.

Jellybean Pediatrics reserves the right to terminate this Membership Agreement immediately, without refund, for abusive behavior, persistent misuse of physician access, or other conduct that disrupts the physician-patient relationship or the safe operation of the Practice, to the extent permitted by applicable law.

12. Medical Records

Medical records are maintained in accordance with applicable federal and state law, including HIPAA.

Upon written request, medical records may be transferred to another clinician within a reasonable timeframe as required by law.

13. Governing Law

This Agreement shall be governed by and construed in accordance with the laws of the State of Ohio.

14. Severability

If any provision of this Agreement is found to be invalid or unenforceable, the remaining provisions shall remain in full force and effect.

Acknowledgment & Signatures

By signing below, you acknowledge that:

- You have read and understand this Agreement
- You understand that this Agreement is not health insurance
- You consent to house call, telemedicine, phone-based, and electronic care
- You are the legal parent or guardian of the Patient(s) listed
- You authorize Jellybean Pediatrics and its clinicians to provide medical evaluation and treatment to the Patient(s) listed in accordance with accepted medical standards and applicable law.
- You acknowledge receipt of the current Communication & Access Policy

Covered Patients

This Agreement applies to all minor children enrolled under this membership by the undersigned parent or legal guardian.

Parent / Guardian Electronic Signature

By electronically signing this Agreement during online enrollment, I certify that I am the parent or legal guardian of the enrolled minor child(ren) and agree to the terms of this Agreement.

Accepted by Jellybean Pediatrics

Lauren Beene, MD

Electronically executed during enrollment