

OVAL

A black and white photograph of a smiling Black man flexing his arm and a woman laughing.

# Your Health, Reimagined.

We're thrilled to have you as part of the Oval family! As a registered client, you've already taken the first step towards a modern, personalized healthcare experience designed entirely around you.



# Who We Are

Oval isn't just a clinic; it's a movement, a platform, and a prescription for the age of now. We are a dedicated team of technologists, pharmacists, marketers, and medical professionals who believe healthcare should be on demand, on your terms, and beautifully designed. Oval is a full-stack digital health company combining telemedicine, pharmacy fulfillment, and intelligent membership plans. We didn't just digitize healthcare – we rebuilt it.

How it works

# Your Seamless Journey with Oval

Now that you're registered, accessing your personalized care is simple and intuitive:

## I STEP 01

### Log In to Your Portal

Access your fully branded Oval dashboard using your secure login details. Here, you can view and update your personal information, review prescriptions, track orders, and navigate our catalog of available treatments.

## I STEP 02

### Medication Selection

Browse Oval's comprehensive catalog of treatments. Once you select a treatment, you'll be guided through our medical intake process

## I STEP 03

### Personalized Medical Intake

Complete a dynamic intake form tailored to your chosen treatment. This includes detailed questions about your medical history, symptoms, lifestyle, and existing conditions. You'll also have the opportunity to send a message directly to your prescribing doctor and securely upload a photo of your government-issued ID for verification.

## I STEP 04

### Provider Review

A licensed physician from the Oval network will review your intake and any submitted videos. They will evaluate your information and make a prescription decision based on established clinical protocols.

## I STEP 05

### Prescription & Fulfillment

If approved, you'll receive an automatic email notification of your prescription approval and shipment status. Your prescription and fulfillment order are then seamlessly forwarded to our connected pharmacy, and a tracking number is generated and shared with you.

## I STEP 06

### Dashboard & Tracking

Your personalized dashboard allows you to check your prescription status and track shipments in real-time, anytime. You can also view past treatments and manage your account preferences.

## I STEP 07

### Post-Care Follow-Up

After your medication is delivered, our system provides automated follow-up messages, including refill reminders, check-ins to monitor side effects, and options to consult with a provider again, ensuring continuous support for your health journey.

# Our Categories of Care

We focus on the discreet, the difficult, and the deeply personal, offering a wide range of treatments across key categories:

## Sexual Health



Including treatments like Sildenafil (generic Viagra), Tadalafil (generic Cialis), Brand-name Cialis, Sertraline, Oxytocin Nasal, Methylene Blue, Rapamycin, and Propranolol.

## Hair Loss



Solutions such as Minoxidil, Finasteride, and Biotin supplements.

## Birth Control & Women's Reproductive Health



Oral contraceptives (monophasic, biphasic, triphasic, progestin-only, extended-cycle pills), Levonorgestrel (Plan B), Valacyclovir, and Sprintec.

## Skin Care



Prescription creams for acne and anti-aging including Tretinoin (can include niacinamide, clindamycin, azelaic acid), Custom night creams, Metformin XR 500, and Sermorelin.

## Mental Health



Prescription medications available after evaluation, such as Escitalopram (Lexapro), Sertraline (Zoloft), Fluoxetine (Prozac), Citalopram (Celexa), Venlafaxine (Effexor XR), Bupropion (Wellbutrin), and Buspirone.

## Weight Loss



Injectable medications (GLP-1 receptor agonists) like Ozempic (semaglutide), Wegovy (semaglutide), Mounjaro (tirzepatide), Zepbound (tirzepatide), and generic compounded versions. Also, oral weight loss kits (compounded) which may include combinations of Metformin, Topiramate, Naltrexone, Bupropion, and Vitamin B12.

## Testosterone



Including Testosterone Cream, Testosterone Cypionate, and Enclomiphene.

## Coming Soon

We are continuously expanding our offerings to include more areas like Menopause, Longevity, and Sleep.

# Why Choose Oval?

## Modern, Online, and Comfortable

Experience healthcare without the need for time off work, all from the comfort and privacy of your home.

## No Judgment Zone

Our platform provides a safe space for open and honest conversations about your health.

## Hassle-Free Refills

Enjoy convenient, automated refills so you never miss a dose.

## Prompt & Discreet Delivery

If prescribed, your treatment ships directly to your door for free, promptly and discreetly.

## Meaningful cost savings

Oval Plans can significantly lower medication costs often beating insurance copays. They're especially valuable for uninsured individuals or for prescriptions not covered by insurance.

## Ongoing Support

Get 24/7 access to check-ins, medication adjustments, and direct provider messaging.



# Our Commitment to Your Trust

Your privacy and security are paramount. Oval is LegitScript Certified, confirming that we meet applicable laws and regulations for online health and pharmacy services, including HIPAA, FDA, and DEA. This ensures we are not engaging in misleading, unsafe, or fraudulent practices. Our secure and compliant member portal allows you to consult with doctors, track shipments, and monitor accounts with complete peace of mind. We maintain comprehensive records and adhere to strict quality control and regulatory compliance standards to protect your information and ensure quality service delivery.



# Explore Your Plan

As a registered Oval client, you have access to a plan tailored to your needs. Here's a look at our offerings:

## Membership Tiers and Their Benefits

### Oval Access

#### Access to the Oval experience

This core benefit means you can engage with Oval's modern, online, and comfortable platform. It allows you to utilize their full-stack digital health services, including telemedicine and pharmacy fulfillment, all designed for on-demand and personalized care.

#### Telemedicine/Telepharmacy

This benefit allows you to conduct online assessments and receive provider diagnoses remotely. Medical professionals review your information and provide personalized treatment plans via messaging. You can consult with doctors and manage your prescriptions digitally, eliminating the need for in-person visits.

#### Free discreet shipping

If a prescription is provided, your treatment will be shipped directly to your door at no additional cost, ensuring convenience and privacy.

#### 24/7 Support

This provides continuous access to ongoing support, including regular check-ins, necessary medication adjustments, and direct messaging with your healthcare provider around the clock.

#### Plan personalization with OvalAI

This benefit leverages Oval's artificial intelligence to create intelligent and personalized membership plans tailored to your specific health needs and preferences.

#### GLP-1 consultation & assessment

This benefit includes provider consultation that tailors your weight loss goals by pairing prescription medication with coaching and care. This includes health assessments, medical review, GLP-1 prescription (if appropriate) and ongoing support.

## Oval One

This tier expands exclusive pricing to include a broader range of oral medications, hair loss, ED medications and standard therapy prescriptions.

- **Access to the Oval experience.**
- **Plan personalization with OvalAI.**
- **Telemedicine/Telepharmacy.**
- **24/7 Support**
- **Free discreet shipping.**
- **Hair loss, ED & standard therapy prescription exclusive pricing**

This includes exclusive pricing for medications commonly used to treat hair loss and erectile dysfunction (ED), such as finasteride and minoxidil. Oval offers specialized care categories for sexual health and dermatology, providing custom options and doctor-trusted ingredients for these conditions.

- **Oral medication prescription exclusive pricing**

This benefit extends exclusive pricing to a variety of oral medications, including those for mental health and weight management, such as metformin, bupropion, topiramate, and vitamin B12.

## Oval Plus

This tier expands exclusive pricing to include a broader range of oral medications, hair loss, ED medications and standard therapy prescriptions.

- **Access to the Oval experience.**
- **Plan personalization with OvalAI.**
- **Telemedicine/Telepharmacy.**
- **24/7 Support**
- **Free discreet shipping.**
- **Hair loss, ED & standard therapy prescription exclusive pricing**

## Oral medication prescription exclusive pricing

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## GLP-1 Injections exclusive pricing

This includes exclusive pricing for advanced weight-loss medications administered via injection, such as Wegovy, Ozempic, and Mounjaro. This aligns with Oval's focus on comprehensive weight management solutions.

## VIP Perks & Concierge

This exclusive benefit provides full suite access, including specialized weight-loss and performance treatments, along with premium VIP perks and dedicated concierge support for a truly elevated healthcare experience.

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# Membership Tiers

## Benefits

### Oval Access

### Oval One

### Oval Plus

Access to the Oval experience ✓ Yes ✓ Yes ✓ Yes

Telemedicine/Telepharmacy ✓ Yes ✓ Yes ✓ Yes

Free discreet shipping ✓ Yes ✓ Yes ✓ Yes

GLP-1 consultation & health assessment ✓ Yes ✓ Yes ✓ Yes

24/7 Support ✓ Yes ✓ Yes ✓ Yes

Plan personalization with OvalAI ✓ Yes ✓ Yes ✓ Yes

Hair loss, ED & standard therapy prescription exclusive pricing -- ✓ Yes ✓ Yes

Oral medication prescription exclusive pricing -- ✓ Yes ✓ Yes

GLP-1 Injections exclusive pricing -- -- ✓ Yes

VIP Perks & Concierge -- -- ✓ Yes

\*Prescription products require an online consultation with a healthcare provider who will determine if a prescription is appropriate for you.

\*Compounded drug products are not FDA-approved. FDA does not evaluate compounded products for safety, effectiveness, or quality.

Please note: The cost of medication is not included in any of the OVAL memberships.

## Eligibility & Other Information

## Details

<b>Available Nationwide</b>	The membership is available to use in all 50 U.S. states. With the exclusion of AL, AR, LA, MS, NC, NE, ND, VA and Puerto Rico for compounded GLP-1 injections only
<b>Wide Network</b>	Partnering with over 1,000 doctors nationwide and 50,000 pharmacies nationwide including national and regional chains, as well as local community pharmacies.
<b>Price Guarantee</b>	Always pay the lowest price available, whether it's our discount or the retail price.
<b>Conveniently Online</b>	Use our online website to fulfill prescriptions from the comfort of your home.
<b>Usage Limits</b>	No annual limits on usage.
<b>No Medicare Coverage</b>	This program is not a Medicare prescription drug plan. It offers discounts but requires members to pay for services directly.
<b>Not Insurance</b>	This is a discount program and not insurance. It is a membership that provides discounts only.
<b>Electronic Claims</b>	Members pay the provider directly but receive discounts from the OVAL program. Discounts may vary by provider, drug or geographic location. Claims are processed electronically.



# Getting Started

You've already completed your registration – congratulations!  
To begin your personalized health journey:

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**STEP 01**

Log in to your Oval portal online at: <https://ovalcare.com> or  
enroll with agent assistance at: 1-305-939-0168

**STEP 02**

**Explore our catalog of treatments** and select the one that aligns with your health goals.

**STEP 03**

**Complete your medical intake form** and connect with a licensed provider.

**STEP 04**

**Finalized order** if prescribed, and get your prescription delivered to your door for free

**STEP 05**

**Receive ongoing support** and get access to check-ins, refills and provider messaging

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**We look forward  
to supporting you on  
your path to better health.**



## Contact Us

For any questions or support, please visit our website or reach out to our Customer Care Center.

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# Important Disclosures

## OVAL membership Notice

Please read this brochure carefully. This is not insurance. This is a brief description of a prescription discount program through Oval Care, LLC and is not an insurance contract. This is not a qualified health plan under the Affordable Care Act (ACA). You are responsible for ensuring you have appropriate health insurance coverage that meets your needs and legal requirements. Furthermore, this is not a Medicare prescription drug plan. Not all services are available in all states.

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## Pricing and Subscription Details

Any quoted prices or information regarding the OVAL membership dues are non-binding and may change with a thirty (30) day notice. Notifications can be sent via mail to your most recent mailing address or through email to your last registered email address. It is your responsibility to monitor the transactions on your account each month and to cancel with the Third Party billing Administrator (TPA) when you wish. Each month, we cover the cost of the membership services on your behalf, regardless of whether you utilize them. For details on refunds, please refer to our Refund Policy.

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## Refund & Cancellation Policy

We offer a refund policy on all OVAL Plans. If you are not satisfied, you may cancel, and a refund will be issued if the cancellation occurs within the first thirty (30) days only. We want you to be 100% satisfied with your OVAL Plan and services.

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## To Cancel

Email	<a href="mailto:info@ovalcare.com">info@ovalcare.com</a>
Phone	<a href="tel:1-305-939-0168">1-305-939-0168</a> (M-Thurs 8 am-5 pm or Fri 8 am-1:30 pm CST)
Online Form	<a href="https://www.ovalcare.com/cancel">https://www.ovalcare.com/cancel</a>
Member Portal	<a href="https://ovalcare.com">https://ovalcare.com</a>

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## Oval Care Disclosure

This plan is NOT insurance. Prescription discount cards provide discounts on medication costs but do not cover the costs themselves. Savings can vary depending on the drug and participating pharmacy. Always use the online search tool to find the best prices available at any given time. This is not a Medicare prescription drug plan.

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