**MyPremierPlans Membership Cancellation and Refund Policy**

**Cancellation Process**

**Agent-Assisted Process Required**

MyPremierPlans operates an agent-assisted membership model for both enrollment and cancellation to ensure proper plan selection, compliance with Direct Primary Care regulations, and accurate processing of membership benefits. Just as enrollment requires agent consultation to ensure appropriate plan selection and regulatory compliance, cancellations require agent verification to properly process benefits termination, final billing adjustments, and ensure complete account closure.

**Written Notice Requirement**

All membership cancellations must be submitted through one of the following methods:

* **Phone:** Call our toll-free number at 1-888-346-9372 during business hours to speak with an agent and follow up with written confirmation
* **Email:** [cancellations@mypremierplans.com](mailto:cancellations@mypremierplans.com) (agent will follow up for verification)
* **Mail:** Certified mail to My Premier Plans LLC, 22211 W. I-10, San Antonio, TX 78253, Bldg. 1 Ste. 1206

**Required Information**

Your cancellation request must include:

* Full name and member ID
* Email address associated with the account
* Effective date requested for cancellation
* Reason for cancellation (optional but appreciated for service improvement)

**Refund Policy**

**Initial 14-Day Period**

**Full Refund Available:**

* If you cancel within the first 14 days of membership AND have not used any services, you will receive a full refund of all fees paid.

**No Refund:**

* If you cancel within the first 14 days of membership AND have used any covered services (including consultations, telehealth visits, or any other membership benefits), no refund will be provided.

**What Constitutes "Service Usage":**

* Any scheduled or completed appointment (in-person or telehealth)
* Any consultation via phone, email, or messaging platform
* Access to member-only resources or platforms
* Use of any covered medical services or benefits

**After 14-Day Period**

**No Refunds:**

* After the initial 14-day period, all membership fees are non-refundable.
* You may cancel your membership at any time with 14 days' written notice.

**Cancellation Terms**

**Notice Period**

* **14-Day Written Notice Required:** To avoid being charged for the subsequent billing period, you must provide written notice at least 14 days before your next billing date.
* **Effective Date:** Cancellations become effective at the end of your current billing period, provided proper notice was given.
* **Insufficient Notice:** If less than 14 days' notice is provided, you will be charged for one additional billing period.

**Billing After Cancellation**

* **Final Billing:** Your membership will remain active until the end of your current billing period.
* **Billing Cessation:** We will cease billing on the effective cancellation date, provided the 14-day notice requirement is met and does not coincide with your next scheduled billing date.
* **Access Termination:** Access to services will terminate at 11:59 PM on the last day of your final billing period.
* **No Proration:** Partial month refunds are not provided regardless of when during the billing period cancellation becomes effective.

**Cancellation Confirmation**

Upon receipt of your cancellation request, you will receive:

* **Email confirmation** acknowledging receipt of your cancellation request
* **Phone call** to verify and confirm cancellation details
* **Written letter** confirming membership cancellation, including effective date of cancellation and last day benefits remain active

**Important Information**

**Automatic Renewal**

* Memberships automatically renew monthly unless cancelled according to this policy.
* You will receive email notification of upcoming renewals.

**Re-enrollment**

* Former members may re-enroll at any time, subject to current rates and terms.
* Previous cancellation history does not affect eligibility for re-enrollment.

**Payment Processing**

* Refunds, when applicable, will be processed within 5-10 business days.
* Refunds will be issued to the original payment method used for the membership fee.
* Processing times may vary based on your financial institution.

**Contact Information**

For questions about cancellations or this policy:

* **Toll-Free:** 1-888-346-9372
* **Email:** [support@mypremierplans.com](mailto:support@mypremierplans.com)
* **Business Hours:** Monday-Friday 9:00 AM - 6:00 PM CT

**Legal Compliance**

This policy complies with:

* Federal Trade Commission regulations including the Negative Option Rule
* State of Texas consumer protection laws
* Payment processor requirements for recurring billing services
* Direct Primary Care regulatory requirements

**Effective Date:** January 1, 2025  
 **Last Updated:** January 31, 2025

*This policy is subject to change with 30 days' notice to active members. Changes will not affect pending cancellation requests submitted before the policy change.*

**Dispute Resolution**

If you believe this cancellation policy has not been properly applied to your account:

1. Contact our member services team within 30 days
2. Provide documentation supporting your position
3. We will review and respond within 5 business days
4. Final decisions may be appealed to management within 10 days

**Note:** This policy operates independently of any insurance coverage or third-party payment arrangements you may have. MyPremierPlans is a direct-pay membership service and does not bill insurance companies.