



Pain Relief USA

www.painreliefusa.com

Member Guide

THIS IS NOT HEALTH INSURANCE

This Discount Medical Plan does not meet the Minimum Creditable Coverage requirements under M.G.L. C. 111M and 956 CMR 5.00. They do not qualify as health plans under the Affordable Care Act. The Discount Medical Plan for chiropractic programs on the page above are administered by DMP Administrators, LLC, a discount medical plan organization. They are not health insurance policies and are not available in all areas. They provide discounts to certain health care providers for medical service and do not make payments directly to the providers for medical services. The range of discounts for medical services provided under these plans will vary depending on the type of provider and service received. The member is obligated to pay for all health care services but will receive a discount from those health care providers who have contracted with DMP Administrators, LLC, located at 57 West 57th Street, 4th Floor, New York, NY 10019, 888-123-1234.

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Welcome to Pain Relief USA

Congratulations! Your journey to a pain-free life will soon become a reality.



Support services include
massage therapy,
acupuncture therapy,
wellness programs, imaging

Extensive network of
chiropractors trained in pain
relief, available anytime, at
affordable rates

At-home pain management
programs include physical
therapy exercises,
educational links, and
relaxation techniques

What's Next?

As an active member, you have immediate access to pain relief care professionals and discounts on support services offered by their clinics.

In addition, Premium members have access to a personal Pain Relief Coach who is there to help you access your immediate and long-term needs, coordinate referrals to specialists if needed, and connect you to at-home exercise and educational platform for 24/7 treatment options.

**GET THE
PAIN RELIEF USA APP**

Enjoy easy, anytime access to plan details, ID cards, network providers, pain relief coaches, and more

JOIN NOW

Our secure web application enables users to access participating network providers for immediate care, support services, and professionals trained to helping eliminate your pain. *All members receive up to 30% discounts on all services.*

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Membership Benefits



Pain Relief USA Members have access to an extensive network of pain relief professionals and to multiple applications, tools, and support services.

- **Comprehensive Network** - in addition to just Chiropractors
 - Acupuncture specialist - providing holistic treatment options
 - Massage therapist - accessible anytime
 - Wellness/Dietary support - advice and support for daily healthy regimen options
- **Pain Relief Coach** - Premium benefits
 - Personalized approach to treatment options and care coordination
- **At-Home Exercise and Monitoring** - Virtual meetings combined with custom treatment
 - 24/7 access to personalized treatment care pathways designed for your needs
 - Flexibility for pain relief when your schedule demands flexibility

Support Services



Member support services are available either via phone or email:

Phone - (888) 123 -4567

Email - support@painreliefusa.com

Note to member: Please include your primary member information, phone, and reason for contacting us

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Getting Started is Easy...

Complete or Edit Your Profile

Info

Members have options for multiple tiers to add family members.



- Individual tier is for single members
- Couples tier allows you to add a spouse
- Family tier allows you to add up to two (2) additional family members

You can add dependents and family members at any time. If you need to upgrade your plan, you can simply modify your Membership anytime.

Standard Members



Locate a Pain Relief Provider

Locate participating pain relief professionals using our network provider search tool on the Member portal or web app



Schedule An Appointment

Schedule an appointment with your network provider by choosing a day and time convenient for you. Appointments are confirmed via email and text message directly to you.



Visit with Your Pain Relief Provider

All appointments are confirmed using the online app. Network Providers will be able to communicate with you, and you can securely communicate with them

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Info



Members have options for upgrading their membership to Premium plans at any time.

You can upgrade your plan by simply modifying your Membership in your web app or by contacting Member Support.

Premium Members

In addition to all the services offered under a Standard Plan, Premium Members have access to a personal Pain Relief Coach who can coordinate care and connect you with at-home exercise and educational programs.



Schedule Visit with Your Pain Relief Coach

Pain Relief Coaches are trained professionals made available to members who require support for either injury protection exercises, recovery protocol for post-surgery procedures, or just want to utilize at-home treatment options.

- From your web app, choose “Schedule an Appointment”
- Choose “Pain Relief Coach”
- Complete brief questionnaire, then choose a Coach, day and time for initial discussion



Visit with Your Pain Relief Coach

All appointments are confirmed using the online app. Pain Relief Coaches will be able to communicate with you, and you can securely communicate with them

Network Provider Availability

NOTE: Network Providers may not be available in certain areas/States. There is no payment to the participating network provider from the Plan. Members pay doctors a reduced fee. Pain Relief Coach support is provided via telehealth visits and are licensed to support member needs in states where available.

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