



FAQ

General Platform Questions

- What is Metabolic Code?
 - The MC health assessment platform evaluates where a patients' chemistry is today, and predicts their potential health risks, regardless of where they are in their health and aging continuum. The platform provides a recommended protocol for a clinician to use as a tool in their patient care.
- Is the Platform web-based?
 - Yes, the platform is 100% web based and can be accessed from any PC, Laptop or Mobile Device.
- What type of practitioner can use the MC platform?
 - Practitioner must have an NPI # (National Provider Identifier) and must be US based to qualify for the Metabolic Code® platform and order reports WITH Labs.

Report Questions

- Can I order a report without labs?
 - Yes, there is an option for a report with only questionnaire data and biometric data.
- What biometrics are needed for the report?
 - BP-Systolic/Diastolic, Salivary PH, Height, Weight, Age, Sex
- Can I add the answers on an existing report (or add labs) and not be charged for another report?
 - NO

Fees/Revenue Questions

- What are the practitioner fees for Metabolic Code?
 - Regular Subscription - \$597 Per Year
 - Event Special - \$199 1st yr., \$597 Annually
 - Fellowship Members - \$99 1st Yr., \$597 Annually
 - Former AirSupport Monthly - \$0 1st Yr., \$597 Annually

www.MetabolicCode.com

Better Outcomes. Work Smarter. Make More.

- What are the fees per report?
 - \$49 per report is charged to the practitioner for report with or without labs
- What are practitioners charging patients for the report?
 - MSRP is \$99, but the option is there for them to charge \$0-\$99
- How will this platform generate supplement revenue for my practice?
 - Specific supplements are recommended by the platform.
 - In Office supplements earn up to 50% (one time)
 - All Auto-Orders earn up to 30% (recurring)

Supplement Solution

- Does the supplement solution contain multiple brands?
 - Yes, the Formulary includes many of the top physician preferred brands including Designs for Health, OrthoMolecular, Compounded Nutrients, Wakunaga, NuMedica to name just a few.
- Can I change/modify the supplement recommendations that are generated by the report?
 - Yes, you can add or remove anything from the formulary and modify the recommended dosages.
 - If you use supplements outside of the MC formulary, they will not be integrated into the protocol generated by the report, nor be able to be set up in auto order.
- Do I need to stock all the supplements in my office?
 - No, however we recommend a small inventory to fulfill initial orders. All subsequent orders will be sent directly to the patient via the auto-order system.
- Are the auto order shipments to my patients branded?
 - Yes, every box shipped looks and feels as though it is coming directly from YOUR office. The box and all invoicing is branded with your practice logo. You even have the option to upload a one page marketing insert to our secure server which will be added to each one of your patient's auto-order shipments.
- Are there fees associated with the MC Supplement Solution?
 - In-Office inventory- practitioner charged at time of order, orders over \$250 = free shipping
 - Auto Orders – charged to Patient CC at time of order, shipping \$9.95.
- Can I get a list of the formulary (once you sign up?).
 - Yes, as this is a proprietary component of the Metabolic Code you are able to see it once you sign up.

www.MetabolicCode.com

Better Outcomes. Work Smarter. Make More.

- Why did you pick the supplements you ordered (why should I trust these as the best?).
 - Extensive research has been done to insure the correct dosage, strength and quality of raw materials, and formula to have the most immediate impact on getting the patient to feel better
- I buy below wholesale now, will my pricing be the same?
 - For the products that match the Metabolic Code that you carry in your clinic, your pricing with the mfg. will remain the same. For those products ordered through the auto order system, the margin is less due to handling, and system costs, but reorders will provide longer compliance and increased revenue
- Is there information on each of the supplements that I can provide my patients (patient monographs)?
 - Yes

Labs

*** See MC Panel Billing Breakdown PDF for Ins vs Cash specifics by panel & gender

- What are the billing options for the integrated labs?
 - Insurance – Submitted by lab
 - Practitioner Fee – Practitioner bills patient for lab fee directly
- Can the labs be submitted to insurance?
 - Yes, this is an option when choosing to add labs to an order
- What are the patient lab costs?
 - See MC Panel Billing Breakdown PDF
- What type of labs are available in MC?
 - Several labs are available within the platform and more will be added over time. Physicians lab, Quest, Cleveland heart Lab and True Health Diagnostics. All available via one click ordering.(CHL & THD will be available soon)
- Where are blood draws done (or, I currently draw in my office, can I utilize that)?
 - Currently, all blood draws need to be done at our lab affiliates location. In office draws is a new functionality being developed on our platform.
- What is a typical turnaround time?
 - This depends on the lab, blood or urine, how soon that patient gets to the blood draw location, holidays, etc. Typically blood labs are turned around in 5-7 business days and urine labs 10 business days.
- Can non-supported labs be manually entered into the platform?
 - NO

- Can we use the MC platform with the lab option in all US states?
 - Yes, with a few exceptions.
 - Physicians Lab cannot offer testing in NY or HI.
 - Quest cannot offer national client testing in NY.
 - Quest is not available in HI.
 - You may use the MC questionnaire only option with those patients in NY or HI.

Training/Support

- Is there onboarding training so that I can easily use the system?
 - Yes, each new practitioner receives onboarding training so that they can use the system effectively and efficiently.
- How is the money collected in my office?
- Is there any marketing support?
- How does my staff sell the program to the patients?
- Will I have a dedicated rep or account team to assist me?
 - Yes, each practitioner is paired with a sales and customer service support team to assist with utilization and answer any questions that may arise.
 - The post-sales support team will also evaluate utilization and periodically make recommendations to maximize practitioner and patient engagement.
- Is there any additional training I can take to help me better understand the Triads/Metabolic Code?
 - Yes, MMI Fellowship Modules 20A & 20B have a direct focus on the TRIADS and will assist any practitioner with gaining a broader understanding of how they relate to the MC platform.
- How can the MC platform change my practice for the better?
 - The platform will increase office efficiency, increase patient engagement and compliance with treatment plans as well as increase practice revenues.