



Referral Program

Terms of Service

Effective Date: 01/09/2025

The Prescription Lifeline Referral Program ("Referral Program") allows eligible members to receive a service credit for referring new members to Prescription Lifeline ("PL"). By participating in the Referral Program, you agree to the following terms.

1. Eligibility

Referrer Eligibility

- The referrer must be an **active Prescription Lifeline member**.
- The referrer's account must be **in good standing** (not canceled, unpaid, or in collections).
- **Employees of Prescription Lifeline are not eligible** to participate.
- **Self-referrals are not permitted**.

Referee Eligibility

- The referred individual ("Referee") must be **new to Prescription Lifeline**.
- A **30-day lookback window** applies. Anyone who has been a member within the past 30 days is not eligible.
- A Referee **may only be referred once**, regardless of referrer.
- If multiple referrers are claimed, **the first referrer recorded** will be honored.
- Members within the same household may refer **multiple different new members**.

2. Referral Reward

- The referral reward consists of **one (1) free month of Prescription Lifeline service**, regardless of the number of medications on the referrer's account.
- For members on quarterly billing, the referrer will be billed **2 out of 3 months** for the applicable billing cycle.
- The referral reward:
 - **Has no cash value**

- Is **non-transferable**
- **Does not expire**
- Referral rewards **may stack** and be applied in consecutive months.
- Referral rewards **cannot be combined with other promotions or discounts.**

3. Reward Trigger & Timing

- The referral reward is triggered when the Referee:
 - Successfully completes enrollment, **and**
 - Submits their **first payment**
- The reward will be issued **after the Referee's account has remained active for 30 days.**
- The reward will be applied **within one billing cycle** following the trigger conditions.
- If the Referee cancels or becomes unpaid **before the trigger**, no reward will be issued.

4. Referral Capture & Verification

- Referrals must be identified at the time of enrollment, typically by stating:
“I was referred by [Full Name] to Prescription Lifeline.”
- **The full name of the referrer is required** for a referral to be considered valid.
- Providing the referrer's **Member ID is preferred**, but not required.
- If a Member ID is not available, Prescription Lifeline may verify the referral using another identifier associated with the referrer's account, such as:
 - Date of birth
 - Phone number
 - Address
 - Email address
- Prescription Lifeline reserves the right to determine whether sufficient information has been provided to accurately identify the referrer.
- Referrals that cannot be reasonably verified may be denied.

5. Program Availability & Modifications

- Referees may enroll as long as the Referral Program is active.
- Prescription Lifeline reserves the right to **modify, suspend, or terminate** the Referral Program at any time.
- All terms are subject to change at management's discretion.