



# 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.