



PPCU PACKAGE OFFERINGS



Hi Mama!



Welcome to Postpartum Care USA! We are so happy you have chosen us to take care of you during your 4th trimester!
These are our package offerings. Please pay close attention to everything that is included.

A few important things to keep in mind:

1. **Payment Plans:** To make care more accessible, we have partnered with **Affirm** and **Klarna**, allowing you to spread payments out over time with flexible financing options.
2. **HSA & FSA Accepted:** Yes! We gladly accept Health Savings Accounts (HSA) and Flexible Spending Accounts (FSA) for package payment plans or pay in full.
3. Your spot will be reserved for **48 hours**.
 - a. If we don't hear back, *your start date will be offered to the next mama on our waitlist* who's ready for care. You're always welcome to reach back out. If spots are full, you may be added to the waitlist
4. **Lab Bundles Included:** Each package includes our signature Postpartum Comprehensive Lab Bundle, with an order/requisition form sent directly to you for **Quest**, making it simple and convenient to get your labs completed.
 - a. Certain packages come with multiple lab bundles.
 - b. Some states have strict regulations that may limit access to Quest labs. Don't worry! If this applies to you, we offer an alternative! See **page 7** to learn about our convenient at-home lab kit option, which can be sent directly to you.
5. **Comprehensive Care:** Your package includes all visits, customized care plans, guides, and messaging support to walk alongside you every step of the way.
6. **Supplement recommendations** are highly individualized and based on your labs and symptoms. You'll receive a personalized protocol, but supplements are **purchased separately**.

For further details, please refer to the FAQ section of this contract.

It is important to remember, *you are in complete control of your health*. Change does not occur unless you take responsibility and want more for yourself and your health. We highly encourage you to sit down with your significant other to discuss everything that was learned on your initial assessment. There are some circumstances that are absolutely out of your control, but there are many things that are within your control. We are here to empower you, to put your health back into **your** hands and take action. You will change the outcome of your health with our guidance, **but you have to believe in yourself & know you deserve this**.

Let us know if you have any questions!

xoxo,
PP Care USA Staff



PACKAGE SELECTION IMPORTANCE

Package Selection & Upgrade Policy (Important)

We strongly recommend clients to select the appropriate package at the time of initial purchase, as pricing is structured based on bundled clinical services and lab agreements negotiated at the time of enrollment.

Please note that **upgrading packages is not a simple “credit transfer” of previously purchased services when lab testing is included.** This is due to the way lab bundles are contracted and priced.

For example:

- The **Essentials Package** includes **two comprehensive lab draw bundles (entry + exit labs)**. Because labs are purchased in a bundled agreement, we receive a discounted rate from our lab partners, which is reflected in the package pricing structure.
- The **Minimum Package** and **Reset Package** include **one lab draw bundle only**, and these individual lab sets are not eligible for bundled lab pricing discounts upon upgrading.

As a result, **the Essentials Package is significantly higher in value (approximately double the Reset Package)**, but it is priced based on the original bundled lab structure and contracted lab discount, not on a retroactive or upgraded pricing adjustment.

For this reason, package changes after enrollment cannot be restructured as a simple subtraction or credit of previously included services. **Visits-only** adjustments will be considered; however, **any package that includes lab bundles must be treated according to its original structure and pricing.**

We **strongly encourage clients** to carefully select the package that best matches their desired level of lab testing and support **at the time of enrollment.**





Essentials Package

Clarity. Balance. Healing.

Our Essentials Package is our most comprehensive level of postpartum care, designed for mothers who want thorough support and a deeper understanding of what is happening in their bodies after pregnancy. We focus on the most common areas affected postpartum, including thyroid health, hormones, inflammation, nutrient depletion, metabolism, and stress regulation. This package is a great fit for moms experiencing ongoing or 7+ symptoms, as well as those with known thyroid, autoimmune, or gut health concerns who feel like they have not fully recovered after pregnancy. You will have 12 months to complete your care, giving your body the time and support needed for meaningful healing and lasting recovery, rather than quick, temporary fixes.

Package Price: \$3497

Plus a one-time, non refundable \$199 enrollment fee
HSA/FSA accepted
(Up to 12-month care plan)



What's Included: 9 total visits + Exit Labs

- **2 Integrative Care Team Lab Reviews:** Lab review to understand your results with clarity and actionable insights with a postpartum provider.
- **1 Hormone + Metabolic Reboot Visit:** a targeted review focused on hormones, metabolism, and root cause contributors to symptoms with a postpartum provider.
- **2 Registered Dietitian Visits:** Nutrition guidance rooted in your lab results to fuel healing and energy.
- **2 Health Coach Visits:** Ongoing support to help you implement changes and stay consistent.
- **2 Nurse Education Visits:** Guided support for your supplement plan, side effect management, red light therapy, calming breathing practices, and low-tox home adjustments.
- **2 Lab Draw Bundles (Entry + Exit):** Comprehensive testing to identify postpartum imbalances and track clinical progress over time.
- **Personalized Supplement & Nutrition Plan:** Targeted to your unique biochemistry and lifestyle based on your labs.
- **20% Lifetime Discount on Supplements:** A lasting perk to help sustain your wellness journey.

Additional Services Included:

- **Metabolic & Hormone Reboot:** Carefully designed to support your body's recovery, helping you restore energy, balance hormones, and rebuild strength, one step at a time.
- **Wellness Accountability Tracker:** Stay focused and aligned with your goals.
- **Exclusive Mama Education Guide:** 100+ pages of empowering, evidence-based resources for motherhood.



Please sign to verify agreement to terms and package cancellation policy:



Reset Package

Foundation. Energy. Stability.

Our Reset Package is all about focusing on the foundations of postpartum health. It's designed for moms who want targeted support without committing to a full, comprehensive program.

This package is ideal for those experiencing 4-6 mild symptoms and who do not have thyroid or autoimmune conditions. You'll have 6 months to complete the program, giving you focused guidance and practical steps to restore balance, energy, and overall wellbeing.

Package Price: \$2250

Plus a one-time, non-refundable \$199 enrollment fee

HSA/FSA accepted
(Up to 6-month care plan)



What's Included: 5 total visits + Entry Labs

- **1 Integrative Care Team Lab Review:** Lab review to understand your results with clarity and actionable insights with a postpartum provider.
- **1 Registered Dietitian Visit:** Nutrition guidance rooted in your lab results to fuel healing and energy.
- **1 Nurse Education Visit:** Guided support for your supplement plan and side effect management.
- **1 Health Coach Visit:** Ongoing support to help you implement changes and stay consistent.
- **1 Postpartum Provider Visit:** Discuss supplement tapering and transition to a nutrition-forward plan
- **1 Lab Draw Bundle:** In-depth testing to uncover what your body needs most postpartum.
- **Personalized Supplement & Nutrition Plan:** Targeted to your unique biochemistry and lifestyle based on your labs.
- **15% Lifetime Discount on Supplements:** A lasting perk to help sustain your wellness journey.

Additional Services Included:

- **Wellness Accountability Tracker:** Stay focused and aligned with your goals.
- **Exclusive Mama Education Guide:** 100+ pages of empowering, evidence-based resources for motherhood.



Thank you for trusting us with your postpartum journey!



Minimum Package

Awareness. Guidance. Direction.

Our Minimum Package is a self-guided option for moms seeking a few key answers and personalized supplement recommendations. You'll have 2 months to complete this package. Designed for those experiencing 1–3 very mild symptoms, this package provides foundational guidance and self-guided nutrition to help you understand the basics of postpartum healing and set you on your best path forward.

Package Price: \$997

Plus a one-time, non-refundable \$199 enrollment fee
HSA/FSA accepted
(Up to 2-month care plan)



What's Included: 1 total visit + Entry Labs

- **1 Integrative Care Team Lab Review:** Lab review to understand your results with clarity and actionable insights with a postpartum provider.
- **Personalized Supplement Plan:** Targeted to your unique biochemistry and lifestyle based on your labs.
- **10% Lifetime Discount on Supplements:** A lasting benefit to support your health journey.

Additional Services:

- **Nutrition Guide:** Go far beyond typical recipes. This guide provides in-depth education, practical strategies, and personalized guidance to support postpartum healing, hormone balance, and lasting energy.
- **Postpartum Patient Education Guide:** A streamlined resource over 100+ pages to make postpartum life easier and more manageable.



Thank you for trusting us with your postpartum journey!

DON'T HAVE A QUEST NEAR YOU OR LIVE IN RURAL AREAS? NO PROBLEM!!!

Special Note:

*If you live in **RI, HI, or NJ**, your kit will come directly from PPCU Headquarters (*it will be our HQ address in Indiana*). You will receive a text and email that it was ordered for you. **We will ship it directly from our headquarters to your home.**

What to Expect & How This Works:

- Once you enroll, you'll receive an **email and text from Rupa Health** to set up your account and confirm your shipping information.
 - This step is essential, **please complete it as soon as possible** so your care is not delayed.
- You will then receive a **lab kit** directly to your front door.
- If you have any questions about your labs, please contact Rupa Health directly at **support@rupahealth.com**

Receiving a Lab Kit by Mail:

(NJ, RI, and HI clients, please see the state-specific note highlighted below)

- Your lab kit will be shipped directly to the address you entered in Rupa Health
- **Do not open the kit when it arrives. AGAIN, DO NOT OPEN THE KIT**
 - You may receive automated lab instructions from **Rupa Health** after your labs are ordered. Please **disregard these emails and instructions**. Rupa sends *standardized* lab kit instructions for *all* lab types (including stool and urine testing), which **do not apply** to your labs.
- **Phlebotomy (blood draw) fees are not included** and are paid directly to the lab or mobile phlebotomist at the time of your draw (cost varies by location)
- Our team will **send you a list** of nearby **Rupa-affiliated** clinics and phlebotomists based on your ZIP code once you have received your lab kit.

Once your kit arrives:

1. After you receive the list of options for phlebotomists around you, call the lab you've chosen.
2. Schedule your blood draw (we **do not** schedule lab draws for you)
3. Bring the **unopened kit** with you. The lab will ship off your labs after the lab draw is complete (unless they tell you otherwise)
 - a. Everything they need is in the kit: requisition form, blood tubes, pre-labeled shipping package, etc.

Pre-Lab Reminders (Please Read Carefully):

- **Fasting is required for at least 8-12 hours**
 - You may have water, plain black coffee, supplements, and prescribed medications
- **Do NOT stop supplements or medications** unless we specifically instruct you to
- Schedule your draw in the **morning** whenever possible

After Your Blood Draw:

- Results typically return in **7-10 business days**
- You may see partial or preliminary results populate — *this is normal*
- **Please do not schedule your lab review until you hear from our nurse, Amber (Amber@PPCareUSA.com)**

What Happens Next:

- Once **all lab results are finalized**, our clinical team will review them internally.
- We will then:
 - Send you your complete lab report, and
 - Notify you when it's time to schedule your PPCU Lab Review appointment.
- **Please wait for our team to notify you before scheduling** — this ensures that our team has your full, complete, and accurate lab picture.

Important Note About Menstrual Cycle Timing:

For the labs we run at Postpartum Care USA, it does **not** matter where you are in your menstrual cycle when you get your blood drawn. You do not need to wait for a specific cycle day unless we explicitly tell you otherwise. Please schedule your labs at the earliest convenient time.

FREQUENTLY ASKED QUESTIONS

Can I upgrade my package should I decide I want more care later?

Yes. You can upgrade your package at any time if you would like additional visits, expanded lab testing, or more ongoing support. Simply reach out to our care team and we will walk you through the next steps to ensure your care continues seamlessly.

Do you treat other areas unrelated to postpartum?

Our labs and program are designed with postpartum recovery in mind, but sometimes they reveal other health concerns, like thyroid issues, autoimmune conditions, or blood sugar imbalances. We can help support many of these through coaching and lifestyle guidance. When necessary, we'll recommend specialist referrals to make sure you get the most complete care. Our focus always stays on helping you feel your best as you navigate life with a new baby.

Are supplements safe for pregnancy, lactation, and breastfeeding?

Yes! All supplements we recommend are safe during pregnancy, lactation, and breastfeeding, but it's always important to check with your primary provider. Supplements are individualized and purchased separately.

What labs are included, and what do they cover?

Our postpartum lab bundle is carefully designed to support your recovery and overall wellness, covering:

- **Thyroid Health:** Checking thyroid function so we can address fatigue, mood changes, and metabolism.
- **Inflammation Markers:** Identifying any systemic inflammation that could contribute to aches, fatigue, or other postpartum challenges.
- **Nutrient Levels:** Measuring essential vitamins and minerals to help restore your energy and overall well-being.
- **Metabolic Function:** Understanding how your body processes energy and identifying underlying metabolic concerns.

Do you provide superbills or itemized billing for insurance?

No. We do not provide superbills, itemized billing, or documentation for insurance reimbursement.

Postpartum Care USA operates as a package based, self pay practice. Our programs are designed as comprehensive care models that bundle clinical oversight, laboratory testing, practitioner visits, nutrition guidance, education, and ongoing support into a single integrated service rather than individual billable appointments or procedures. *Because care is delivered as a structured program and not as separately coded medical services, our packages are not compatible with insurance billing or reimbursement requirements. This model allows us to provide personalized, continuity based postpartum care without limitations related to insurance coverage, visit caps, or diagnostic coding restrictions. You will always know the full cost of care upfront, with no unexpected bills or additional fees.*

Important Note:

We are not your primary care provider (PCP). Any medications or supplements recommended before starting with us, including adjustments or refills, should be managed by your original provider who prescribed them.

Our focus is on helping you recover, feel whole again, and thrive in this postpartum season. If we notice anything outside our scope, we'll make sure you get connected to the right specialist.



ONE-TIME ENROLLMENT FEE

Enrollment Fee

Your one-time enrollment fee lays the foundation for your personalized postpartum care and ensures a seamless, high-touch experience from day one. It includes:

- A full review of your medical, obstetric, and postpartum history, plus intake forms capturing your nutrition, sleep, mental health, and hormone patterns.
- Individualized health goal setting with our NP team to create a plan tailored to your body and recovery.
- Coordination of your 55-root-cause biomarker lab panel, including scheduling, lab support, and follow-up tracking.
- Pre-visit chart setup in our EMR for easy integration of labs, visit notes, and your personal health record.
- Direct access to your dedicated NP, RD, Health Coach, and Nurse team via secure messaging, with provider coordination for holistic care.
- Team review of your labs, supplements, and medications before your first visit.
- Access to your Patient Education Guide, a 100+ page resource covering nutrition, sleep, mental health, hormonal support, and recovery strategies.
- Personalized reminders for upcoming visits, labs, and Mama Meetings.
- Initial assessment of lab abnormalities, hormonal concerns, or nutritional gaps to ensure a safe, proactive, and tailored care plan.
- EMR setup and integration of prior records for seamless continuity, along with administrative support for billing and documentation.
- Peace of mind knowing your postpartum care is fully personalized, evidence-based, and proactive, giving you confidence in your recovery and long-term health.

Please note: The enrollment fee is **non-refundable**. It secures your place in our program, covers initial coordination and setup, and allows our full team to dedicate themselves to your care from day one.



Lab Outcome Money Back Guarantee Policy

At Postpartum Care USA, we believe every mama deserves answers and a clear path to healing. We are confident in the depth of our lab testing and clinical process, and that's why we offer a **100% money-back guarantee**—with very specific parameters to protect both you and our clinic.

When the Guarantee Applies

- If your initial postpartum lab results return with **zero actionable findings** (meaning every marker is within the optimal range, and there are no imbalances, deficiencies, or dysfunctions to address through supplementation, nutrition, or lifestyle support), you will be eligible for a full refund of your program fee.

What Counts as “Actionable Findings”

Actionable findings include, but are not limited to:

- Nutrient deficiencies or insufficiencies
- Thyroid dysfunction (including suboptimal values that may affect energy, mood, or metabolism)
- Elevated inflammation markers
- Abnormal metabolic markers (e.g., blood sugar, insulin resistance patterns)
- Any other lab values that indicate a need for clinical support, even if they are not considered “disease states” by conventional standards

If any actionable findings are identified, the guarantee no longer applies. This includes findings that may seem “mild” or “borderline,” since these are still clinically relevant for postpartum recovery.

Situations Where the Guarantee Does Not Apply

- If labs reveal actionable findings but you choose not to proceed with the care plan
- If you decide to withdraw from the program for personal or financial reasons
- If you do not complete the required lab testing within the agreed-upon timeline
- If outside labs are submitted (only labs ordered directly through Postpartum Care USA qualify)
- Supplements will not be refunded under any circumstances.

Additional Notes

- Lab costs (phlebotomy draws) are non-refundable, as these are paid to our lab partners at the time of processing.
- Because we use a third-party financing company for payment plans, any refunds (if applicable) may take up to 60–90 days to process.
- To request a refund under this guarantee, written notice must be provided to Postpartum Care USA within 14 days of your lab review appointment.

Why We Offer This Guarantee

In our years of serving postpartum women, it is extremely rare to find a mother with zero actionable findings. Nearly every woman we've worked with has had some level of imbalance contributing to her symptoms. This guarantee is in place to give you peace of mind that your investment will only move forward if there is clear clinical value for you.

Acknowledgement of Policy

By enrolling in a Postpartum Care USA package, you acknowledge and agree to the terms and conditions outlined in this Lab Outcome Money Back Guarantee Policy.

HSA/FSA Use & Documentation Policy

HSA/FSA Use & Documentation Policy

Postpartum Care USA accepts HSA and FSA cards as a form of payment. However, clients are responsible for determining whether their individual HSA/FSA plan permits reimbursement for wellness-based services.

Documentation We Provide

Upon purchase, clients will receive an official payment receipt through:

- Stripe (paid-in-full purchases)
- Denefits (payment plans)

This receipt serves as proof of purchase and may be submitted to your HSA/FSA administrator if requested.

Documentation We Do Not Provide

Postpartum Care USA does not provide:

- Superbills
- Insurance billing codes
- Insurance reimbursement forms
- Letters of Medical Necessity (LMNs)
- Itemized package breakdowns

Our programs are sold as comprehensive wellness packages that include education, support, coaching, consultations, resources, and related services. As such, package pricing cannot be separated into individual line items or insurance-billable services.

Medical Necessity & Insurance Reimbursement

Postpartum Care USA's programs are wellness-focused and are not intended to diagnose, treat, cure, or manage medical conditions. Participation in our programs does not establish a primary care relationship, specialty care relationship, or insurance-billable medical treatment plan.

Because our services are not represented as medically necessary treatment, PPCU does not issue Letters of Medical Necessity, provide insurance coding, or complete paperwork intended to support insurance reimbursement claims.

HSA/FSA Reimbursement Requests

Some HSA/FSA administrators may allow reimbursement for certain wellness-related expenses, while others may not. Coverage decisions are determined solely by your HSA/FSA administrator and plan rules.

If your administrator requests additional documentation, we can provide:

- Proof of purchase receipts
- Payment history
- Package enrollment confirmation

We cannot provide documentation that inaccurately characterizes our wellness services as medically necessary, insurance-billable, or reimbursable healthcare services.

Client Responsibility

It is the client's responsibility to verify eligibility requirements with their HSA/FSA administrator prior to purchase. PPCU makes no guarantee that any program, service, supplement, laboratory testing, or package will qualify for HSA/FSA reimbursement. **Denial of reimbursement by an HSA/FSA administrator does not qualify for a refund, cancellation, chargeback, or adjustment of fees.**

Acknowledgement of Policy:

By purchasing services from Postpartum Care USA, you acknowledge and agree that PPCU is a wellness-focused postpartum practice, does not provide Superbills, Letters of Medical Necessity, insurance billing, or itemized package invoices, and makes no representation regarding HSA/FSA reimbursement eligibility.

PACKAGE UPGRADES & BILLING POLICY

To maintain consistency in care and ensure optimal patient outcomes, all programs are structured with clear guidelines.

To avoid confusion, please read this carefully. Our programs are structured intentionally and follow strict guidelines to ensure the best outcomes.

What Cannot Be Applied Towards an Upgrade

The following are **never transferable or credited**:

- Enrollment fee (\$199)
- Labs
- Discounts or promotions
- Completed visits

Upgrade Options

1. 1. Minimum (\$997) → Reset (\$2250) (Visits Only)

- If upgrading for 4 visits only, we **apply** the value of your Minimum Package (\$997 labs + lab review visit).

You pay the difference of price: \$1,253

If upgrading from Minimum Package to the Reset Package, the upgrade includes:

- 4 additional months of care
- 4 additional multidisciplinary team visits
- **NO LABS ARE INCLUDED IN THIS UPGRADE**

2. Reset → Essentials (Full Care Upgrade)

Price: \$2,197

If upgrading from the Reset Package to the Essentials Package, the upgrade includes:

- 6 additional months of care
- 1 full set of Exit Labs
- 4 additional multidisciplinary team visits

3. Minimum → Essentials (Full Care Upgrade)

Price: \$3,297

If upgrading from the Minimum Package to the Essentials Package, the upgrade includes:

- 10 additional months of care
- 1 full set of Exit Labs
- 8 additional multidisciplinary team visits
- Ongoing monitoring and individualized adjustments
- Full metabolic + hormone reboot support

This is our most comprehensive, full-spectrum care program designed for long-term postpartum healing and optimization.

Important Policies

- We do not customize package pricing
- We do not remove or reduce components
- We do not skip steps in care
- We do not make exceptions

These programs are built based on what is required to achieve real results.

Simple Summary

- Enrollment fees are never credited
- Essentials is always offered at its set rate
- Previous discounts or promotions do not carry over
- No exceptions

These policies are in place to ensure every patient receives complete, effective care, without gaps or shortcuts.