

Terms & Conditions: Eye Care Practitioners

1. **my eye level** is a savings plan for your patient's vision needs. Individual members will earn up to R2400 annually to spend in optometry or ophthalmology member's stores or practices.
2. The **my eye level** ECP network can be joined by any HPCSA registered optical service supplier i.e. optometrists, dispensing opticians and ophthalmologists.
 - 2.1. You may join at any time.
 - 2.2. There are 2 options:
 - 2.2.1. There is a FREE **myeyelevelPRO standard** plan which allows you access to a client's profile data, savings and redeeming of vouchers.
 - 2.2.2. There is a **myeyelevelPRO plus** which allows you all the access of the standard plan, but also the ability to store your patient's clinical records in the cloud.
 - 2.3. There is a R250 once off registration fee, which will be taken by direct debit through MyGate payment solutions.
 - 2.4. Payment must be cleared and HPCSA number must be verified before log-in is activated.
 - 2.5. If you choose the **myeyelevelPRO plus** membership there will be a monthly deduction of R250 p/m (which will include your admin log-in and your optometrists log-in). Should you choose to add another optometrist this will cost an additional R100 p/m. (i.e. 2 optometrists practice R250+R100 = R350p/m)
3. **my eye level** ECP benefits and duties:
 - 3.1. As ECP you will be able to view the monthly member, R200 voucher.
 - 3.2. As ECP you must accept the voucher in your store if possible.
 - 3.3. The voucher will always be R200, of which the optical supplier offering the voucher will rebate you a minimum of R50 on your account once it's been redeemed for a patient. The voucher will always be for a premium product, so will not negatively affect your overall turnover. A member will not be able to use more than 3 in a 12 month period. Vouchers CANNOT be exchanged for CASH.
 - 3.4. As ECP you should view your patient's available eye points (1 eye points = R1) online to confirm availability and claim immediately.
 - 3.5. As an ECP you must accept the FULL value of our **my eye level** eye points for payment of any goods or services, co-payments and short payments on a customer's account.
 - 3.6. After an eye exam or contact lens exam all relevant information should be updated on the patient's vision profile.
 - 3.7. Failure to do any of the above duties may result in the suspension of your **my eye level** ECP membership and may result in you having to re-apply with another registration fee being imposed.

4. **my eye level** eye points must be accepted. 1 eye point = R1 (one rand). The requested amount will be paid to you within 15 working days of receiving the request for funds.
 - 4.1. A 10% transaction fee will be levied on all transactions.
 - 4.2. Request for payment must be sent per e-mail with the invoice attached clearly showing the amount requested.
 - 4.3. A patient/client's eye point balance can be viewed by you, the ECP, through your log-in dashboard page. If not a member of your store then:
 - 4.4. Simply choose "send passcode" on the dashboard. Select the patient in question and choose "send passcode". An e-mail with a link will immediately be sent. Use the link to view the patient's profile and savings balance. If a patient was joined by you their details and eye points will be available to view on signing in.
 - 4.5. The aforementioned link will be active for 48hours allowing you time to update the patient/client's vision profile.
5. Cancellation:
 - 5.1. Should you wish to cancel your **myeyelevelPRO plus** record keeping system, you will be given 30 days to download or print your patient's clinical records. After that your access to your record keeping will be restricted.
 - 5.2. You will then be changed to a standard plan which can only access your client's data, savings and vouchers.
 - 5.3. Your patient's records will NOT be given or distributed to any other entity, but **my eye level** may choose to use the actual clinical data for statistical analysis.
 - 5.4. Should you want to cancel your FREE **myeyelevelPRO** standard plan it will be with immediate effect, but you will lose your ability to see a client's data, savings and will not be able to redeem vouchers.
6. Changes and amendments of the terms and conditions:
 - 6.1. Changes to the terms and conditions can be made at any time by **my eye level**, but you will always be notified and given the opportunity to agree to changes.
 - 6.2. The amendments will never be to your disadvantage, but only to satisfy legal requirements as they arise.