

JULY 2023

Post-acquisition FAQs

Acquisition questions

Why were Emerson Ecologics and Wellevate acquired by Fullscript?

Our collective efforts are built on a shared mission: helping people get better. Together, we can drive more meaningful patient outcomes and provide better tools to support practitioners.

What does this acquisition mean for my practice?

In March of 2023, we began migrating Wellevate practitioner and patient accounts to Fullscript, where we've combined the best of both platforms into an even better wellness experience.

Once you hear from us, you can start the simple process of connecting your Wellevate account to Fullscript. We will support you during this transition to ensure that the process is quick, easy, and secure for you and your patients.

We have no plans at this time to significantly change your Emerson Ecologics account, but please note that Wellevate service will end in Fall 2023.

What is Fullscript?

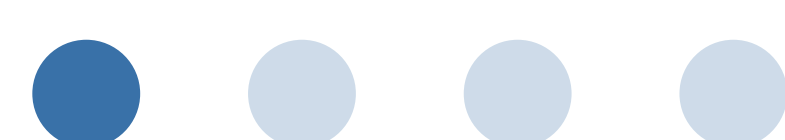
Fullscript is the leading online platform for practitioners to dispense healthcare's best supplements — either from their clinic or to patients' doors. Learn more about Fullscript [here](#).

What will happen to my Wellevate account?

Once you've been prompted to migrate your Wellevate account to Fullscript, **you'll have 30 days until your Wellevate account becomes read-only**. Once you connect to Fullscript, your Wellevate patient information and order history will appear in your Fullscript account.

Will my information be handled securely?

Yes. We won't ask you to provide your personal information outside of your Fullscript or Wellevate accounts.



Account questions

What if I access Wellevate through an EHR?

Fullscript is already integrated with Cerbo, Practice Better, ChARMHealth, Optimantra, BodySite, and more, so once migration is complete, you'll be able to prescribe supplements to your patients using the familiar interface of your preferred EHR.

Once you migrate, you can find all of our integration partners in our Integrations Marketplace so you can quickly connect and continue your care.

What's happening to my Emerson Ecologics account?

We expect your experience to remain the same and will continue to support the Emerson Ecologics environment.

If you have questions, please [contact us](#).

Can I have more than one practitioner account on Fullscript?

You can have only one practitioner or staff account per email address at this time. However, if you're creating a self-patient account to place retail orders or explore the patient platform, you can use the same email address for both practitioner and staff accounts.

Note: To use the same email address for multiple account types, practitioner and staff accounts must be created before patient accounts are initiated.

Does Fullscript allow for multiple practitioners on the same account?

Yes. Your Fullscript dispensary supports clinics and private practices with multiple employees.

See how to add multiple practitioners and staff members [here](#).

What do these changes mean for my patients?

After you move your Wellevate account to Fullscript, we'll initiate a personalized patient onboarding experience to help your patients get set up with your Fullscript dispensary. They'll receive easy-to-follow instructions on how to use Fullscript based on how they had interacted with Wellevate.

Note: You can now get a preview of the Fullscript patient experience by accessing the resources in our [practitioner toolkit](#).

Can my patients have an account under more than one practitioner on Fullscript?

Yes, patient accounts sharing an email address are linked. Your patients can receive recommendations from more than one Fullscript practitioner under the same patient account using a single email and password sign in.

Note: A patient's order history and treatment plans are accessible only in the account the order was placed and where the treatment plan was activated. Orders, discounts, and catalog access permissions cannot be combined across multiple patient accounts.



Account questions

Will inventory levels of supplements remain the same?

We're committed to supporting your practice and patients by delivering products when you need them, taking advantage of enhanced capabilities to capture supply-chain efficiencies and a combined catalog that includes 250+ brands in both our wholesale and direct to patient catalogs.

Will all of the products available in the Wellevate catalog be available in the Fullscript catalog?

We're continuing to build an improved catalog that's filled with the top brands from Fullscript, Emerson Ecologics, and Wellevate.

If there's a brand you don't see, just ask us! Our [Customer Success team](#) can let you know if it's on the way.

Will product quality remain the same?

Yes. Our [Fullscript Quality Program](#) includes many of the same trusted brands you know from Wellevate.

Will the acquisition impact product pricing?

Fullscript is honoring pricing to the dollar as we round up product pricing to .99. So there will be minor differences in pricing, but in cents, not dollars.

Will my discounts remain in effect?

While we will move most information, including patient profiles, favorites, and protocols to Fullscript, **the patient discount settings you had in Wellevate will not transfer over.** If you're a practitioner with a profit account, you can easily update multiple patients' individual discounts at once using our [Bulk discounts editor](#) when you select patients from your "Manage Patients" page.

As you complete the migration process, you'll be reminded to verify that your Fullscript dispensary and patient discounts are set up to your liking in your Account dispensary settings.

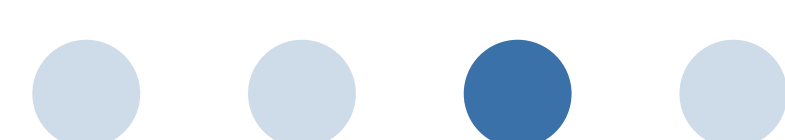
Note: Fullscript uses a sliding scale of 5% increments to determine discount amounts. Wellevate's ability to slide by 1% increments is not available on Fullscript.

Will I still be able to migrate my account if Fullscript previously rejected my credentials?

Yes. If your credentials were approved on Wellevate they will automatically be pre-approved on Fullscript. If you're experiencing any issues, please [contact us](#).

Will shipping fees remain the same?

While shipping fees remain the same between Wellevate and Fullscript, there is a \$1 discrepancy in pricing thresholds for free shipping. Find Wellevate's policies [here](#), and Fullscript's [here](#).



Account questions

Will my direct-deposit payouts continue as usual?

Yes. All payment and delivery terms will remain the same. To receive payouts from your new Fullscript account, you'll be asked to set up your business and banking information when creating your new account.

Will Stripe be available on Fullscript?

Yes, in fact, you'll receive a new Stripe account! We'll be sure to connect with you at tax season and generate tax documents on your behalf.

Who do I contact if I have questions or feedback?

Our merged support teams are ready to provide the world-class level of support you've come to expect from Emerson Ecologics, Wellevate, and Fullscript.

Speak to our Customer Success teams



[Email or chat](#) | 1 (866) 807-3828



[Email or chat](#) | 1 (800) 654-4432

