

Dispensing Supplements in Your Virtual Practice: The Fullscript and Kalix Integration - Question & Answers

Thursday, May 14, 2020 – 3 PM EST

	Question	Answer
1	What are the implications for Liability insurance and selling supplements, what are the changes if any that has to be made with insurance?	As regulations differ between professions, states and counties, we would recommend you inquire with your regulatory college/institute and your insurance broker.
2	Does the full-script integration only work for the virtual plan or for all plans? I am currently subscribed to the lowest plan.	The Fullscript integration is available within all the tiered accounts of Kalix.
3	are dietitians covered under liability insurance for supplement rec? Also, i cant integrate my account but i do have a troubleshooting at 4 with kalix.	As regulations differ between professions, states and counties, we would recommend you inquire with your regulatory college/institute and your insurance broker.
4	Would clients also be able to place their own orders on Kalix?	Clients are able to place orders only through their Fullscript accounts which they would have access to as soon as you add or recommend a plan to a client.
5	What platforms can you get revenue through? Can you have earnings sent to PayPal or does it go directly to your bank account?	The revenue through Fullscript is paid via direct deposit. Details can be found here: https://support.fullscript.com/hc/en-us/articles/360022163832-Make-a-Profit-With-Fullscript
6	Is there a way to import the recommendations from other platforms into FullScript on Kalix?	It depends on the other platforms and if Fullscript already integrated with them. For a list of all our integrations, check out fullscript.com/integrations
7	Another question I have is if Fullscript offers CBD?	Fullscript does not offer CBD products, however our merged company Natural Partners does through in-house inventory. To create an NP account and access CBD products go to https://www.naturalpartners.com/us/
8	Is there a way to see which clients have fullscript linked when just looking at current client list?	Not at the moment. However the clients on Fullscript will automatically pull in their recommendatins to Kalix as soon as you connect your two accounts.
9	In regard to the preloaded supplement templates based on evidence based protocols, where can I see the evidence based library for that protocol?	Witihn each protocol, you are able to see the research articles at the bottom, for example: https://fullscript.com/protocol/cold-and-flu-support
10	Does this fullscript integration have the ability to compare against the patient's medications for any interaction warnings?	Not at the moment but this feature is definitely on our radar!
11	how to filter for USP verified products?	Not at the moment but this feature is being released soon and will be announced to our users.
12	I noticed Fullscript says it is fully HIPAA compliant. Is there a BAA I can sign separate from Kalix?	Yes, after signing up for Fullscript, you are able to request a BAA from your account manager or through support@fullscript.com. https://support.fullscript.com/hc/en-us/articles/360020978892-HIPAA-Compliance-Security
13	Also , I have Get Healthie. How do I integrate this with my Fullscript account?	We have 9 live integration partners (including GetHealthie). For more details, go to: fullscript.com/integrations
14	Where do I see how much the total order will cost the client? Including shipping cost?	You are able to see the order including any discounts. However shipping is selected by the client directly, thus its not added to your view as the practitioner until after the client has placed their order. Shipping policy: https://support.fullscript.com/hc/en-us/articles/360020978272-Shipping-Policy
15	Does the client pay fullscript directly? Is there any cost to the practitioner?	There are no costs for the practitioner at all. The client pays Fullscript the retail price (or discounted price set by the practitioner).
16	If we just signed up this wekk for Fullscript in rpreparation for this webinar, can the 5 free shipping credits be used?	Sure! Connect with your account manager to get your shipping credits
17	Regarding 5 shipping credits - What if the kalix/fullscript link was made prior to this week? still eligible?	Yes! Simply connect with your account manager to get your shipping credits.
18	Does Kalix offer video-conferencing with clients?	Yes, under "Telehealth" if shows that they have video-conferencing https://www.kalixhealth.com/#capabilities
19	For the revenue do you need to send w2 forms?	This depends on the income you have made within the full year. For details on income tax submission for your Fullscript income, check out (US Tax questions: https://support.fullscript.com/hc/en-us/articles/360021009612-US-Dispensaries-Reporting-Your-Income-for-Tax-Purposes) or CAN Tax questions (https://support.fullscript.com/hc/en-us/articles/360020582652-Canadian-Dispensaries-Reporting-Your-Income-for-Tax-Purposes)
20	Kalix is a U.S based system? so U.S dollars?	The prices you saw were USD because I was demoing the US environment. The Kalix integration with Fullscript operates in the US and Canada. Canadian practitioners will access their Canadian accounts to view prices in CAD.
21	Do we get the shipping credits if we already have a Fullscript account?	Sure! Connect with your account manager to get your shipping credits.
22	Yes can we use the promo after a month of free Kalix is done?	Yes- upon adding your credit card information to subscribe after the first 30 day free trial, you are able to add your promo code.
23	Does Kalix offer video-conferencing with clients?	Yes, under "Telehealth" if shows that they have video-conferencing https://www.kalixhealth.com/#capabilities
24	How can you delete a draft in Kalix?	Not at the moment! We will take this feedback to the Kalix team.
25	Hi, I am new to fullscript. Does fullscript show retail and wholesale pricing? Do providers obtain product at wholesale price?	The prices on Fullscript are the retail price that the client will pay. For wholesale ordering, we recommend using our merged company, Natural Partners - https://www.naturalpartners.com/us/
26	Does Kalix receive a margin for our use of Full Script?	The Kalix - Fullscript partnership is a business partnership indeed. However, any margins recieved by Kalix come from the Fullscript margin and has no impact on the practitioner's margin at all.
27	Is Kalix recommended if you're not a practitioner who accepts insurance?	Kalix does have specific tools for practitioners who do take insurance, but it is still a good option for those that do not.