JOYA Wellness Plan – Frequently Asked Questions

What is the JOYA Wellness Plan?

The JOYA Wellness Plan provides members with convenient virtual access to licensed healthcare providers specializing in wellness therapies, including:

- GLP-1 weight management support
- Hormone Replacement Therapy
- Longevity for healthy aging and wellness optimization



Members receive personalized care plans, prescription support (if medically appropriate), and ongoing continuity of care from the JOYA medical team.

Getting started is easy!

Step 1: Select Your Area of Interest
Visit the JOYA Wellness Portal and choose the category you're interested in:

- GLP-1s
- Hormone Replacement Therapy
- Longevity

Step 2: Complete a Medical Questionnaire
You'll answer a few questions about your health history, goals, and current medications.

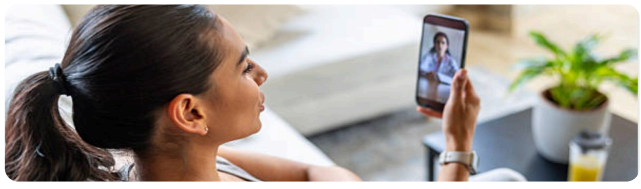
Step 3: Schedule Your Provider Consultation
Within minutes of completing your questionnaire, you'll receive both a text message and email with a scheduling link. Appointments are available:

- Monday – Saturday
- 6:00 AM – 7:00 PM PST

Step 4: Meet with Your JOYA Virtual Provider
Your virtual consultation typically lasts 10–15 minutes. During your virtual visit, you'll:

- Review your health goals
- Discuss treatment options
- Learn how medications are administered
- Ask any questions you may have

If approved by your provider, your prescription order will be submitted following the consultation.



How much are provider consultations?

Peptide-Only: A $50 deposit is required before your provider consultation after selecting the peptide prescription you're interested in. The $50 deposit will be applied toward your final prescription purchase. If you decide not to move forward with a peptide prescription, the $50 deposit is non-refundable.

GLP-1 & HRT: The $50 deposit does not apply to GLP-1 or HRT consultations. For these treatments, you will select the prescription and dosage you're interested in and pre-authorize payment. You will only be charged if your provider approves the prescription following your consultation.

Do I need separate consultations for GLP-1s, Hormone Therapy, and Longevity?

Yes.

Each category requires its own dedicated provider consultation. This ensures you're meeting with a provider who specializes in that specific area of care and can provide the most appropriate recommendations.

There are no additional fees for these consultations.

Are laboratory tests required?

Not typically for your first prescription order.
However, your provider may recommend labs for future prescription renewals based on your treatment plan and medical history.

This is especially common for Hormone Replacement Therapy, where bloodwork may be needed to safely monitor treatment progress. All lab recommendations are determined by your treating provider.

How are medications shipped?

Prescriptions are shipped directly to your home via expedited delivery.

Shipping Fees

- 1-Month Supply: $25 Shipping Fee
- 2-Month Supply: Free Shipping
- 3-Month Supply: Free Shipping

Most orders arrive within approximately 2 business days after processing.

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Can I use my JOYA Skin Health quarterly credit toward prescriptions?

No.

The quarterly $125 JOYA Skin Health credit is reserved for eligible aesthetic services provided by participating JOYA providers and cannot be applied toward wellness prescriptions, medication costs, laboratory testing, or shipping fees.



Are prescriptions guaranteed?

No.

Every prescription is based on an individual medical evaluation by a licensed healthcare provider. Treatment recommendations are determined using your health history, current medications, clinical goals, and medical appropriateness. If a medication is not appropriate, your provider may recommend alternative treatment options. All treatment decisions are made independently by the prescribing provider.

Does JOYA ensure patient safety?

Yes.

JOYA partners with licensed 503A compounding pharmacies that operate under applicable state and federal regulations and follow established quality assurance, potency, sterility, and testing protocols.

In addition, every JOYA pharmacy partner is LegitScript Certified, demonstrating their commitment to patient safety, transparency, regulatory compliance, and high standards of pharmacy practice. As FDA guidance and regulations continue to evolve, our clinical and pharmacy partners continually monitor changes and adjust available therapies as needed to remain compliant while prioritizing patient safety.



If I'm prescribed a GLP-1, longevity, or hormone therapy, will I receive ongoing medical support?

Absolutely.

JOYA provides ongoing Continuity of Care throughout your treatment journey.

Your provider will continue monitoring your progress, answer medical questions, evaluate side effects, adjust dosing when appropriate, and determine whether continuing therapy remains the best option for your individual health goals.

Support is available by phone, video consultation, or email throughout your treatment at no additional consultation cost.

What if I have questions after receiving my medication?

JOYA provides ongoing Continuity of Care support at no additional cost.

If you have questions regarding:

- Medication administration
- Side effects
- Treatment plans
- Prescription renewals
- General medical questions

You can connect with the JOYA care team through:

- Phone: 1-424-257-3977
- Email: contact@qualiphy.me

Support is available Monday Through Sunday, 6am-7pm PST

Contact us

contact@joyahealth.com
817-506-8851
www.joyahealth.com
JOYA-Health

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