

Terms of Service

Effective date: July 10, 2026

Provider: Klear Care Professional, LLC, operating as **Psych NP Fellowship** (“we,” “us,” “our”).

You: the healthcare provider or practice purchasing the PracticeQ Jumpstart (“you,” “your”).

Product: PracticeQ Jumpstart — a **one-time** setup of your PracticeQ (IntakeQ) account.

By purchasing the PracticeQ Jumpstart, you agree to these Terms.

1. What this is: a one-time setup, and only that

The PracticeQ Jumpstart is a **single, one-time configuration** of your PracticeQ (IntakeQ) account, performed once, based on the answers you provide in our intake questionnaire. When the setup is delivered, our work is complete and this engagement ends. **This is not an ongoing service, a subscription, a management service, a support plan, or a retainer.**

2. Exactly what we do for you (the complete list)

Working from your questionnaire answers, we perform a one-time configuration of the following in your PracticeQ account, and **nothing beyond this list**:

1. **Account settings** — general preferences, signature, form-login, and PDF options.
2. **Practice identity** — your name, practice name, and contact details on your form header, PDF header, and invoice template; your logo placed where PracticeQ allows (if you provide one).
3. **Features** — enabling the features appropriate to your practice (e.g., diagnosis codes, superbills, telehealth) and disabling those that add clutter.
4. **Billing codes** — a one-time upload of a standard psychiatric CPT procedure-code set and a standard psychiatric ICD-10 diagnosis-code set.
5. **Locations & hours** — your telehealth and/or in-person location(s) and weekly hours.
6. **Services** — the service menu you approve, with prices and CPT codes attached.
7. **Scheduling & reminders** — booking rules, lead times, approval settings, and appointment reminders.
8. **Payment & cancellation rules** — the card and cancellation-policy settings (these activate after you complete your own payment-processor enrollment; see Section 4).
9. **Invoicing & superbills** — invoice template, defaults, and superbill setup, including your NPI if you provide it.

10. **Forms** — installation of a standard intake form and consent packet, plus an optional new-patient screening questionnaire, personalized with your practice name.
11. **Booking page & branding** — your online booking page and the branding surfaces PracticeQ allows, using the colors you select.

We deliver a **one-time “your account is ready” report** summarizing what was configured, and a **finish-line guide** for the steps only you can complete (Section 4).

3. What is NOT included

For clarity, the Jumpstart does **not** include, and we are not responsible for, any of the following:

- **Ongoing management, maintenance, or monitoring** of your account after delivery.
- **Changes, tweaks, adjustments, or re-configuration** requested after your setup is delivered.
- **Additional or repeated setups**, or reconfiguring around changes you later make yourself.
- **Training, coaching, or ongoing support** on how to use PracticeQ.
- **Troubleshooting** PracticeQ issues, bugs, outages, or changes PracticeQ makes to its platform.
- **Custom form building** beyond the standard packet described in Section 2.
- **Insurance credentialing, payer enrollment, clearinghouse setup, or claims submission.**
- **Merchant/payment-processor enrollment, banking, tax, or legal setup.**
- **Data entry, client import, or any work involving your patients’ records.**
- **Clinical, legal, billing, coding, or compliance advice** (see Section 8).

Anything not expressly listed in Section 2 is outside the scope of this engagement.

4. Your responsibilities

The Jumpstart depends on you completing your part. You agree to:

- Provide accurate, complete answers in the intake questionnaire, and **review and approve your setup plan** before we begin. We configure exactly what you approve.
- **Invite our setup account** into your PracticeQ account with the **Administrator** role, using PracticeQ’s assistant/team feature, and **remove that access** once your setup is delivered.
- Complete the steps only you can perform, using our finish-line guide: enrolling in payment processing, adding your email DNS records, entering your EIN/Tax ID, and connecting your calendar.
- Maintain your own PracticeQ subscription directly with PracticeQ. We do not provide, pay for, or control your PracticeQ subscription.

If you do not complete your responsibilities, we cannot complete the setup, and timelines will not apply.

5. Timeline

We aim to deliver your one-time setup within **2 business days** after **both** (a) you have approved your setup plan and (b) you have granted our setup account Administrator access. This is a good-faith target, not a guarantee, and does not apply if your responsibilities in Section 4 are incomplete.

6. Corrections vs. changes

If we made an error configuring something you approved, tell us within **7 days** of delivery and we will correct **our** error at no charge. This does **not** include new requests, changes of mind, additions, or adjustments to reflect changes you make yourself — those are outside scope and are your responsibility to make in your own account.

7. Access, security, and your data

- Access is granted by you through PracticeQ's own assistant/team system. **You never share your password.** You can revoke our access at any time, and you agree to revoke it after delivery.
- We **do not** ask for, enter, or store your banking details, merchant credentials, SSN, or EIN.
- The Jumpstart is designed for **new or empty accounts**, before patient records exist. We do not access, export, or work with your patients' records, and you agree not to place patient data in the account before setup is delivered. You are the covered entity responsible for your patients' protected health information.

8. No professional advice; your compliance responsibility

We are not your attorney, accountant, biller, or clinical supervisor. Any templates we install — including consent forms, policies, Good Faith Estimate wording, CPT/diagnosis code sets, and service or pricing suggestions — are provided **as-is, as configurable starting points**, and are **not** legal, clinical, billing, coding, tax, or compliance advice. **You are solely responsible** for reviewing and adapting everything in your account to your jurisdiction, license, payers, and applicable law, and for your practice's compliance (including HIPAA and the No Surprises Act).

9. No guarantees of results

We make **no guarantee** of any outcome from your use of PracticeQ or your practice, including but not limited to numbers of patients, bookings, revenue, reimbursement, or clinical results. The Jumpstart is a technical setup service only.

10. Third-party platform

PracticeQ / IntakeQ is a third-party product we do not own, operate, or control. We are **independent experts and are not affiliated with, endorsed by, or partnered with** PracticeQ / IntakeQ. We are not

responsible for PracticeQ's availability, pricing, features, changes, or policies, and we cannot guarantee that any configuration will remain unchanged if PracticeQ updates its platform or if you change your settings.

11. Refunds

Because the Jumpstart is a one-time service performed to your specification, it is **non-refundable once we have begun configuring your account**. Before we begin (i.e., before you approve your setup plan and grant access), you may request a full refund.

12. Limitation of liability

To the maximum extent permitted by law, our total liability arising out of or relating to the Jumpstart is limited to the amount you paid for it. We are not liable for indirect, incidental, or consequential damages.

13. Entire agreement

These Terms are the entire agreement for the PracticeQ Jumpstart and supersede any prior statements. Marketing language is for description only; **Section 2 governs the actual scope**.

14. Contact

Questions about these Terms: support@psychnpfellowship.com.