



Frequently Asked Questions

Answers to the questions our members ask most — about transferring care, care coaching, pricing, shipping timelines, and cancelling. Where an answer means doing something, we've noted the tab in your portal that does it. If something here doesn't cover your situation, call or email our support team and we'll help.

1 I already receive GLP-1 medication through another provider. Can I transfer my care to Embody and stay on the same dose?

We welcome members who are already taking GLP-1 medications. To help ensure a smooth transition, **we'll ask you to provide proof of your current prescription** for one of our licensed providers to review. If appropriate, you'll be able to continue treatment at your current dose.

To send us your proof of prescription: click your name in the top-right corner of the portal, choose **Documents**, then **Upload Document**. A photo of the label or your pharmacy printout works.

2 What is care coaching? Do I have to participate before receiving my medication?

Care coaching is an optional service free of charge designed to support you throughout your health journey. Our care coaches provide education, motivation, and accountability. They are not clinicians. Participation is completely optional and is **not** required to receive your medication.

To book a session: open the **Appointments** tab and click **Schedule Appointment**, then pick Care Coaching. Your booked sessions also show on your dashboard.

3 Will my monthly price increase over time?

No. Your price remains the same each month as long as you're on the same medication and treatment plan. Unlike some providers, we don't increase pricing as your dosage changes. Your cost will only change if you add another medication or switch to a different treatment plan.

4 How long does it take to receive my medication after I sign up?

Once you complete your intake and submit any required documentation (such as proof of your current GLP-1 prescription), one of our licensed providers will review your information.

Once you're approved for treatment, your prescription will be sent to the pharmacy for fulfillment and shipped to the address on file.

If the provider needs additional information before making a treatment decision, we'll contact you to schedule a brief virtual appointment.

To follow along: the **Orders** tab shows where your prescription is — reviewed, sent to the pharmacy, or shipped with a tracking number. The **Appointments** tab is where any visit we ask for gets booked.

5 What doses are available, and does the price change if my dose changes?

We offer multiple dosing options based on your provider's recommendation. Your price does **not** increase if your dose changes within the same medication.

Pricing varies only by the treatment plan you select (4-, 12-, 24-, or 52-week plans), as shown during checkout.

6 What are compounded medications?

Compounded medications are customized prescriptions prepared by state-licensed 503A compounding pharmacies to meet individual patient needs. We partner with pharmacies that follow strict quality and safety standards and conduct extensive quality testing. Your provider will determine whether a compounded medication is appropriate for your treatment.

Patient safety remains our highest priority, and we work only with trusted pharmacy partners that meet our quality standards.

7 Can I enroll in more than one treatment program?

Yes. You may enroll in multiple treatment offerings. Depending on the program, you may be asked to complete an additional intake form so our providers can confirm that each treatment is appropriate for you.

To see what else you can add: open the **Shop** tab — what you're already on is marked "Purchased." Any extra intake form a new program needs will show up under Quick Actions on your dashboard.

8 What is your cancellation policy?

You may cancel your subscription at any time before your next medication shipment to avoid being charged for the upcoming billing cycle.

If your next shipment has already been processed, your cancellation will take effect beginning with the following billing cycle. If your shipment hasn't been processed yet, reach out to us 24/7 at (347) 269-4270 or support@joinem.co to cancel your current order.

Cancelling stops future billing. You keep the time you've already paid for, and you can restart any time.

To cancel: open the **Account** tab and scroll to your subscription. **Cancel subscription** is the link at the bottom of that card. If you don't see it, your subscription is already set to end — or give us a call and we'll take care of it.

Still have a question?

Our patient support team is available 24/7 at (347) 269-4270 or support@joinem.co.

This document is for general information only and is not medical advice. It does not replace guidance from your licensed provider. Compounded medications are not FDA-approved. Talk to your provider about the risks and benefits of any treatment, and contact them right away if you have side effects.