Beyond Med

Member Guide & FAQ

Updated October 13, 2026

What is Beyond Med?

Beyond Med is a supplemental benefit that helps you save money on health and wellness treatments not typically offered through traditional benefits. Through Beyond Med's network of participating providers and partners, members receive preferred pricing on a wide range of services. Savings are applied at the point of service without the need to submit claims or wait for reimbursements.

How Beyond Med Works

Beyond Med helps members save across hundreds of health and wellness treatments that may fall outside traditional benefits. Availability varies by specialty and location, so Beyond Med combines local participating providers with national, multi-location, virtual, and in-home partner options where available.

- Use the Provider Search Tool to search by treatment or specialty, city or ZIP code, and search radius.
- Log into the Member Portal to access partner-specific savings instructions and discount codes.
- Before visiting or receiving a service, have Member Concierge help confirm provider participation, eligible services, and the final member price when needed.
- Show your Member ID card or provide your Beyond Med Member ID when needed.
- If a provider needs help verifying Beyond Med information or you want help before an appointment, contact Member Concierge at concierge@beyondmedplans.com.

How Much Can I Save?

Members save 20% on average, although the exact savings, eligible services, and pricing structure vary by provider and partner.

Example Treatment Cost	20% Member Savings	Member Price	Savings After 3 Visits
$1,000	$200	$800	$600

For packages, promotions, recurring programs, or higher-cost procedures, savings may apply differently. For example, Beyond Med savings may apply to individual services or selected provider fees rather than the entire quoted package.

We recommend confirming the final member price before purchasing or scheduling. Member Concierge can also contact the provider to help clarify pricing.

Member Concierge

Member Concierge is your human support team for getting more out of Beyond Med. You do not need to know exactly where to start before contacting us at concierge@beyondmedplans.com.

We can help you:

- Find or compare participating providers and Partner Benefits
- Confirm provider participation and eligible savings
- Understand pricing before an appointment
- Coordinate appointment availability and scheduling
- Use the Member Portal, Provider Search, Partner Benefits, Member ID card, and Welcome Quiz
- Troubleshoot account access or benefit questions
- Submit provider nominations
- Step in when a provider needs help verifying Beyond Med information

Search the Provider Directory or contact Member Concierge for help finding the right option.

Member Support

Phone	+1 (844) 267-6192
Hours	Monday-Friday, 9:00 AM-5:00 PM ET
Email	concierge@beyondmedplans.com
Website	www.beyondmedplans.com
Member Portal	www.beyondmedplans.com/auth/login

Getting Started & Account Access

When does my Beyond Med benefit become active?

Your Beyond Med benefit becomes available after your enrollment and on your effective date. Timing may vary based on how you enrolled. If you recently enrolled and cannot access your account, contact Member Concierge for assistance.

How do I activate my account?

New members receive an Account Activation email from Beyond Med with a temporary password. Use the link in that email and the temporary password provided to activate your account and sign in for the first time. If you cannot find the email, check your spam or junk folder. If you still do not see it, contact Member Concierge and we can help have the activation email resent.

What happens after I activate?

After activating your account and logging in, complete the Welcome Quiz. The quiz helps us tailor your account to the treatments and wellness areas you are most interested in exploring.

How do I log in after activation?

Visit www.beyondmedplans.com/auth/login and use the email address connected to your Beyond Med account and your password. For your first login, you can also use the link provided in your Account Activation email.

What if I forgot my password?

Select Reset Password from the login screen or visit www.beyondmedplans.com/auth/forgot-password. You can use this option even if you never completed your original account activation.

Which email address should I use?

Use the email address connected to your Beyond Med account. If you are unsure which email is on file, Member Concierge can help identify the correct account.

Where is my Member ID card?

Your Member Card is available within your Member Portal after login. Family members may have their own Member ID cards even when the primary member manages the household account. Their cards are available within the primary member's account.

Finding & Using Beyond Med

How do I find a provider?

Use the Provider Search Tool on www.beyondmedplans.com. You can:

- Search by treatment or specialty
- Enter your city or ZIP code
- Adjust your search radius

The Provider Search Tool can be used without logging into the Member Portal.

What if there are not many local providers near me?

Beyond Med combines local participating providers with national, multi-location, virtual, and in-home options to help members access savings across a wider range of health and wellness treatments. Availability varies by market and treatment, so some areas may have more in-person options than others. Member Concierge can help identify the closest or most practical participating option.

How do Partner Benefits work?

Partner Benefits expand the ways members can save beyond the local provider directory, including national, virtual, multi-location, and in-home options. Log into your Member Portal, open Partner Benefits, and select the partner you are interested in. Each partner has its own instructions for accessing Beyond Med member savings. Some discount codes and redemption instructions are only available after logging into the primary member's account.

Can Member Concierge help me book an appointment?

Yes. Member Concierge can support you throughout the scheduling process, including:

- Finding or comparing participating providers
- Confirming Beyond Med participation and member savings
- Checking availability
- Clarifying pricing
- Assisting with appointment coordination

For scheduling support, contact Member Concierge at +1 (844) 267-6192 or concierge@beyondmedplans.com. The team can guide you through available options and next steps based on the service, location, and scheduling preferences you provide.

What if a provider's staff does not recognize Beyond Med?

Contact Member Concierge and share the provider's name, location, service, and appointment details. We will verify participation and follow up with the provider directly.

What if the provider is offering a promotion or package?

Promotions and packages can be structured differently by provider. Before purchasing, confirm how your Beyond Med savings apply to the specific quote. Depending on the provider, savings may apply to eligible individual services, selected portions of a package, or provider fees. Member Concierge can contact the provider to help clarify your eligible member price.

What if my provider is not participating?

You can nominate the provider through your Member Portal, and the Beyond Med Provider Network team can use the information to explore whether they may be a fit for the network. We can also help you explore other participating options.

How do I nominate a provider?

If there is a provider you would like Beyond Med to consider for the network:

1. Log into your Member Portal.
2. Select Nominate Now under “Don’t see your provider?”
3. Add the provider's contact information and submit the form.

This gives our Provider Network team the opportunity to reach out and explore whether the provider may be a fit for the Beyond Med network. A nomination does not guarantee participation.

Do I need to submit a claim?

Beyond Med does not use a claims process. Members pay participating providers directly for services and receive the applicable Beyond Med member price. Exact savings and final pricing vary by provider, service, and partner program.

Before receiving care, we recommend confirming the service, eligible savings, and final member price with the provider. Member Concierge can also help clarify pricing when needed.

Can I use Beyond Med together with my other health benefits? Can I combine the savings?

Beyond Med savings are generally used separately from other health benefits. Ask the provider how the service will be billed and confirm that you are receiving the Beyond Med member price before receiving care.

Is there a limit on how often I can use Beyond Med?

There is no limit on how often you can use your savings. Provider availability, eligible services, pricing, and partner-specific terms may vary.

How do I know what I will pay before my appointment?

Ask the provider to confirm the service, regular price, Beyond Med savings, and final member price before receiving care. Member Concierge can contact the provider to help clarify and confirm pricing.

What should I do if I was charged the regular price or did not receive the expected savings?

Contact Member Concierge with the provider's name, location, and the incident. We can verify the provider's participation and eligible pricing and follow up directly with the provider. Whenever possible, contact us before making payment if you are not confident you are receiving the savings.

Family Plans & Dependents

Who can use a Family Plan?

A Family Plan can include up to 10 people total, including the primary member. Members enrolled in a Family Plan can add dependents directly through the Beyond Med Member Portal.

Who can I add to my Family Plan?

Beyond Med uses the term dependent broadly. Family Plan members can add family members directly through the Member Portal, even when those family members are not listed as dependents through an employer or sponsoring organization.

This may include:

- Spouses or domestic partners
- Children or adult children
- Parents
- Siblings
- Grandparents
- Other close family members

Each person added receives their own unique Beyond Med Member ID and Member ID card.

Do dependents get their own portal login?

The primary member manages all Family Plan dependents through their Beyond Med Member Portal. Dependents may have their own Member ID cards, but they do not have separate portal logins.

Can dependents search for providers and use Partner Benefits?

Yes. The Provider Search Tool does not require a login. Partner Benefits, including partner-specific discount codes and redemption instructions, must be accessed through the primary member's logged-in account.

How do I add or remove a dependent?

If you are enrolled in a Family Plan, you can add or remove dependents directly through your Beyond Med Member Portal, subject to the 10-person limit.

If your Beyond Med enrollment is provided through an employer or other organization, changes to that organization's dependent records do not automatically add or remove people from your Beyond Med Family Plan.

If you need help managing your Family Plan, Member Concierge can help.

Enrollment Changes & Cancellation

How do I cancel Beyond Med?

If you enrolled directly through Beyond Med, log into the Member Portal, open Profile, scroll to your enrollment information, and select Cancel Subscription. Member Concierge can also assist.

If you enrolled through an employer or sponsoring organization, cancellation and enrollment changes may be managed through that organization or its benefits administrator. Contact Member Concierge if you are unsure which process applies.

When does Beyond Med renew?

Renewal timing depends on how and when you enrolled. Direct enrollments follow the billing terms shown at sign-up. Employer- or organization-sponsored enrollments follow the effective dates and renewal terms established by the sponsoring group. Member Concierge can help clarify your individual enrollment status if needed.

How Beyond Med Supports Care

Beyond Med is focused on helping members save on specialty health and wellness treatments, from recovery and aesthetics to weight management, mental wellness, fertility, vision and hearing, and more.

Some needs fall outside that focus and are better handled through your other benefits or directly with the appropriate provider, including:

- Hospital and emergency services
- Routine primary care and treatment for general health conditions
- Dental and cosmetic dentistry
- Traditional gym access and general fitness classes

What about prescriptions?

Some Beyond Med partners offer savings connected to prescription-based programs, including certain weight-management and wellness services. Availability, pricing, and program terms vary by partner.

Some participating providers may also offer services related to movement, mobility, recovery, and wellness. Member Concierge can help you explore what is available.

Explore Beyond Med by Category

Beyond Med helps members save on a wide range of health and wellness treatments that may not be included in traditional benefits. Below are the primary categories available through our Provider Search Tool and examples of treatments members may explore. Treatments and provider availability vary by location.

Category	Popular Treatments
Weight Loss	Weight Loss Programs • Weight Loss Rx • Body Contouring • CoolSculpting • Liposuction • Body Sculpting • Emsculpt • GLP-1 • Gastric Banding • Gastric Bypass
Skin & Aesthetics	Botox Treatment • Dysport Treatment • Facials • Laser Treatment • Microneedling • Breast Augmentation • Breast Lift • Chemical Peel • CoolSculpting • Acne Treatment
Pain Relief & Recovery	Massage • Acupuncture • IV Therapy • Physical Therapy • Chiropractic • Cupping Treatment • Chiropractic Imaging • Corrective Exercises • Cryotherapy • Heat & Cold Therapy
Longevity & Preventative Health	IV Therapy • Cryotherapy • Acupuncture • Anti-Aging & Wellness • Blood Panel • Genetic Testing • Hair Loss Treatment • Hormone Replacement (HRT) • Menopause Support • Morpheus8 Treatment
Fertility & Family Planning	In-Vitro Fertilization (IVF) • Intrauterine Insemination (IUI) • Donor Egg Programs • Doula Support • Egg Freezing • Fertility (Other) • Fertility Acupuncture • Genetic Testing • Postpartum Support
Mental Health	Counseling Services • Family Counseling • Mental Wellness • Therapy
Vision & Hearing	Cataract Surgery • Epi-LASIK • Hearing Aid Repair • Hearing Aids • Hearing Evaluation • LASEK Eye Surgery • LASIK Eye Surgery • PRK Eye Surgery • Tinnitus Treatment • Wax Removal
Pet Care	Neuter and Spay • Vaccines (Pet) • Veterinary Bloodwork • Veterinary Check-up • Veterinary Exams • Veterinary Rx • Veterinary Surgeries • Veterinary Teeth Cleaning • Veterinary Urine/Stool Testing

About Beyond Med

Beyond Med is a supplemental benefit that helps members save money on health and wellness treatments not typically offered through traditional benefits. Savings are available through participating providers and eligible partner programs. Beyond Med does not make direct payments to providers. Members pay participating providers directly at the eligible discounted rate.

Name	Beyond Med
Organization Type	Discount Plan Organization
Administrator	Beyond Med Plans Inc.
Website	www.beyondmedplans.com