
FAQs for Emerson Ecologics and Wellevate Practitioners

What does this acquisition mean for practitioners?

Fullscript and Emerson Ecologics will become one company that leverages the strength that both businesses provide. Together, we will give practitioners a platform experience that unifies trusted wholesale ordering with healthcare's most innovative tools for integrative care. Our customers will benefit from the combined company's diverse portfolio of products and services, continued innovation and investment, and enhanced capabilities to capture supply chain efficiencies. You will continue to have access to professional grade supplements that are tailored to your unique needs and patients. Ultimately, our product offering will continue to improve.

Can I still access my Emerson Ecologics platform?

Yes, the Emerson Ecologics (EE.com) platform is not changing.

How will this acquisition impact my practice?

There are no changes. Both companies have always been committed to an excellent service offering, and this commitment remains the same as one entity. There will be no service disruptions as we continue to simplify integrative care delivery. All payment and delivery terms remain the same. We are grateful for your support and look forward to continuing to work with you.

How will my account change?

Convenience and simplicity are a core part of what we offer and the combined entity will further simplify the platform for practitioners and patients. There will be no change to your accounts or products. That said, we plan to migrate clients from Wellevate to the Fullscript direct-to-patient platform over the next few months. The Emerson Ecologics (EE.com) wholesale platform is not changing.

Will you keep both Wellevate and Fullscript care delivery platforms?

Both care delivery platforms will continue to run for the next few months with a plan to migrate Wellevate customers onto the Fullscript direct-to-patient platform. We will communicate more details on impacted customers once we finalize migration plans. The Emerson Ecologics wholesale platform is not changing.

What does this mean for my patients?

Patients will not be impacted. As we work to migrate practitioners from Wellevate to Fullscript, patients will also move over to Fullscript. The transition will be as simple as possible without disruption to any treatment plans and with a focus on enhancing their individual health journey.

How do I transition from the Wellevate to the Fullscript platform? Can I transfer my patients/clients and their order histories from Wellevate to Fullscript?

Through the product integration, our priority is to ensure the seamless transition of all patient data. At this time, this capability is in development. We'll be reaching out with more details over the coming months to help make the transition to Fullscript as easy as possible.

I currently use Wellevate through my EHR; will I be able to continue to use the service through it?

The Fullscript experience is supported within more than 19 EHR partners. Our team of integration specialists will work with you to activate your Fullscript account integration as needed to minimize any disruptions to your clinical workflow.

When will changes begin to happen?

The purchase was announced on March 17th, 2022. Integration efforts are now underway. We will continue to reach out with more details on any changes over the coming months as the timelines are finalized.

General Service Changes**Will my discounts remain in effect?**

There will be no changes to discounts, payment, or delivery terms.

Will service quality/policies change?

Due to the congruence of our businesses and operating approaches, we plan to continuously improve upon our service quality and policies with this acquisition, delivering the best in class experience from combining two great companies.

Will inventory levels remain the same?

We continue to be committed to delivering products to you and your patients when they are ordered. We know how having the products you rely on backordered impacts your treatment planning. By bringing these companies together, we aim to increase our inventory and availability.

Will there be any staffing changes that might affect me?

We will make our best efforts to minimize disruptions for client accounts. Changes in the staffing will be communicated as details become available.

Will I make less money because of this acquisition?

No. Your economics will not change.

Will my direct deposit payouts continue as usual?

Yes. All payment and delivery terms will remain the same.

Will the acquisition impact product pricing?

There are no price changes expected related to the acquisition. Our focus is on providing the best customer experience possible to our practitioners and patients.

About Fullscript

Who is Fullscript?

Fullscript is a powerful integrative care delivery platform offering singular access to personalized treatment planning, ongoing wellness support and education, and healthcare's best supplements. With over a decade of development and a user base of 70,000 healthcare professionals serving over 5 million patients, Fullscript is simplifying the delivery of integrative care and championing its surging popularity with innovative education and technology. Learn more about Fullscript [here](#).

Need help?

Who do I call if I have a problem or concern?

You can contact Fullscript for any questions via:

- Phone 1 (866) 807-3828
- Email support@Fullscript.com or support@wellevate.me