MOVERA
WELLNESS INSTITUTE

VENDOR PROGRAM ONBOARDING

Setting Up Your Practice

For physical fitness (gyms), chiropractic and physical therapy practices — from sign-up to a live Customer Portal in your own name.

Nine setup steps. Two of them decide when you go live — see the next page.

Cushion. Support. Move.

What the program gives your practice

Platform fee is $49.95/Monthly or $495.95 per annually. Everything below is included.

Included in membership

- Your vendor portal, setup and live training
- Vendor Learning Portal — videos and live sessions
- Approved patient-education materials, printed and shipped
- A Customer Portal in your practice's name
- Connection to your own payment methods

How the money moves

- Care plan payments go straight to your practice
- Movera connects your processors — card, ACH, financing
- Movera never holds or sees the funds
- You set your own package price
- Movera pays you $150 a day for room use — see the next page
- The platform fee is the only thing you pay Movera

Four agreements, one signing session. Vendor Software Licensing Agreement, Business Associate Agreement (BAA), Mutual NDA and Sublease Agreement. Only someone authorised to bind the practice should tick the enrolment box.

Your space, and what Movera pays for it

A second revenue stream, separate from your care package. Governed by the Sublease Agreement.

What your practice provides

- One exam or clinic room, private and furnished — a medical suite
- The room for the day Movera schedules
- Reception check-in: greet the patient and tell the Movera clinician they have arrived
- That is the whole of your team's involvement

What Movera pays

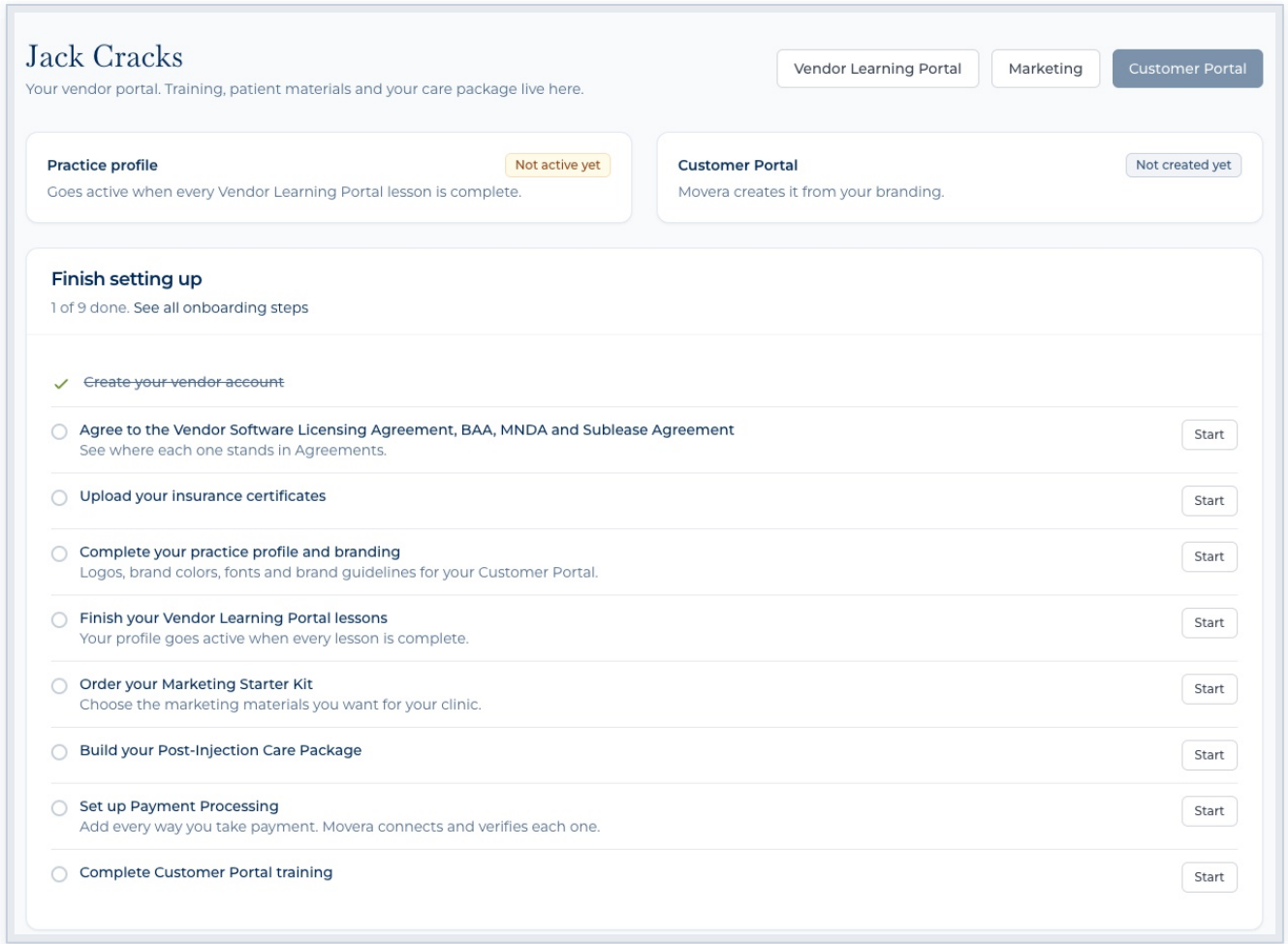
$150 per day

- Paid for every day the room is used
- A flat daily rate, set at fair market value for the industry — Movera pays at the high end of standard co-working rates
- It does not change with how many patients are seen or which provider patients choose
- Terms are in the Sublease Agreement you agree to at step 2

Movera's clinicians run their own day. They work to their own appointment schedule and handle the treatment, the paperwork and every clinical question. Your team does not assist with treatment or take part in the visit — reception check-in and collaboration is the only task.

Your setup dashboard

Nine items. Work them in order — each one unlocks the next.



Two gates, not one

Your practice profile goes active when every Learning Portal lesson is done. Your Customer Portal goes live separately.

Start opens each step

Nothing is skippable. An incomplete step holds the gate it belongs to.

Payment processing takes longest

It needs your processor's API keys and some back-and-forth with Movera's developer. Begin it early.

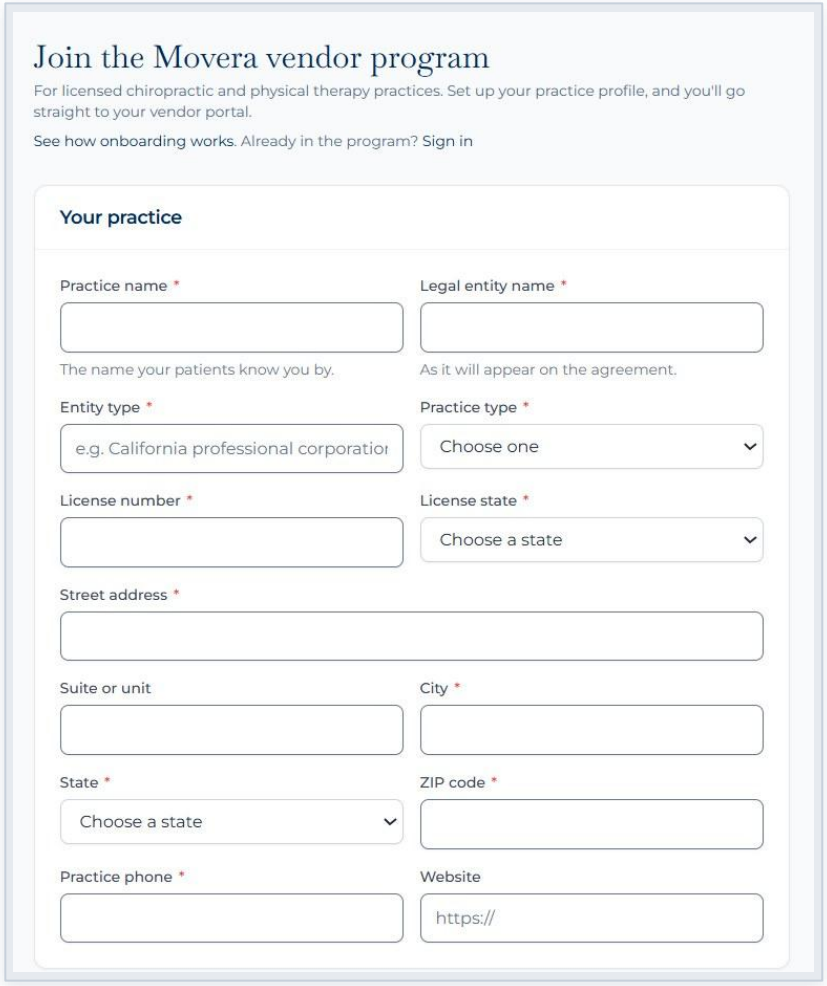
Progress is visible to Movera

If you stall, support can see where and help — you do not have to explain it from scratch.

Step 1 — Create your vendor account

1

Practice details, then your primary contact.



Practice name and legal entity name are different

The first is what patients know you by. The second is what appears on the agreements — match your registration exactly.

Licence number and state

As issued. These are checked during review.

Primary contact email is your sign-in

Use an address that will outlast one staff member. Password is at least 12 characters with upper and lower case, a number and a symbol.

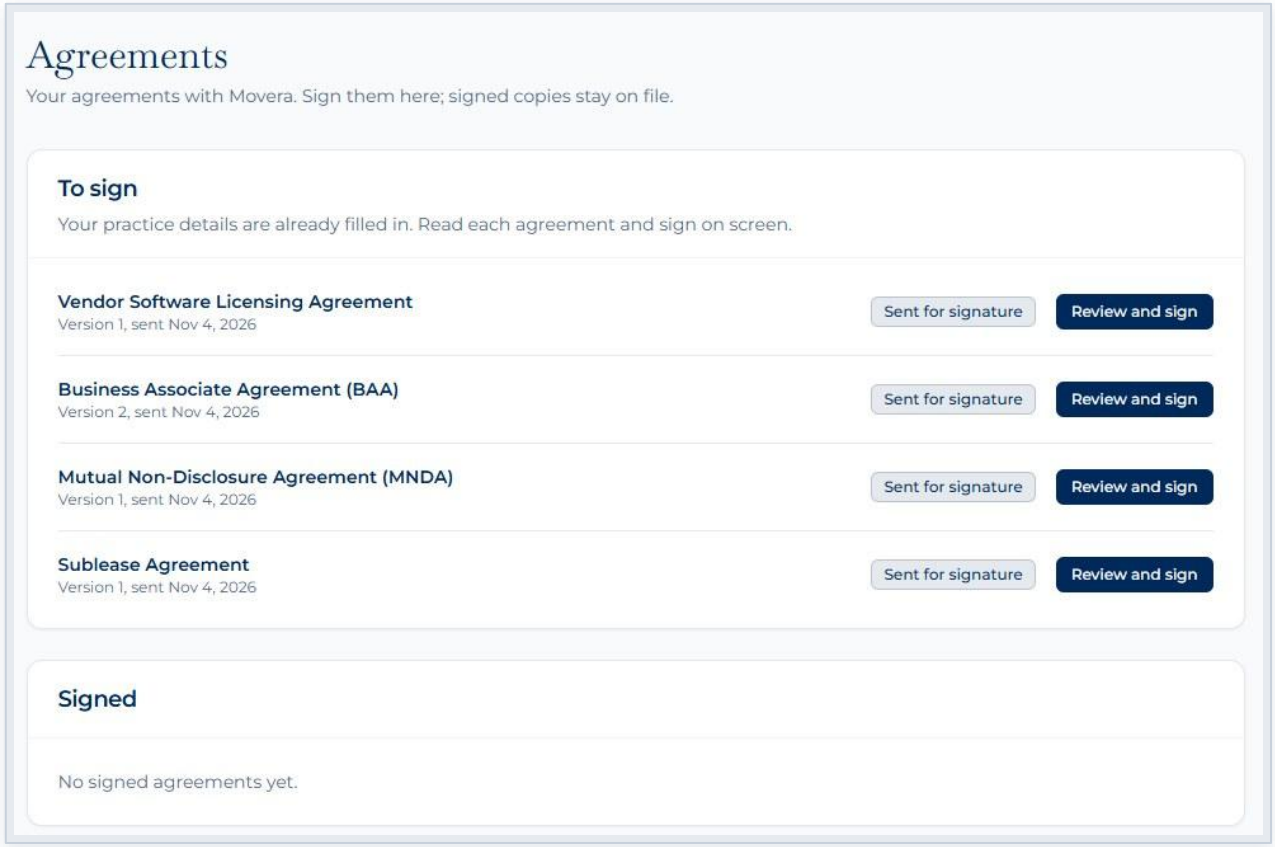
Office calendar email

Optional, and worth setting. Appointment invites for your office go here — a shared front-desk calendar works well.

Step 2 — Agree to contract terms and conditions

2

Four documents, signed on screen. Your practice details are pre-filled.



Vendor Software Licensing Agreement

Your right to use the vendor and Customer Portals.

Business Associate Agreement (BAA)

Governs patient information moving between Movera and your practice. Read this one properly.

Mutual Non-Disclosure Agreement

Covers information exchanged in both directions.

Sublease Agreement

Covers Movera clinicians using a room at your clinic, and the $150 daily rate you are paid for it.

Read before agreeing to terms

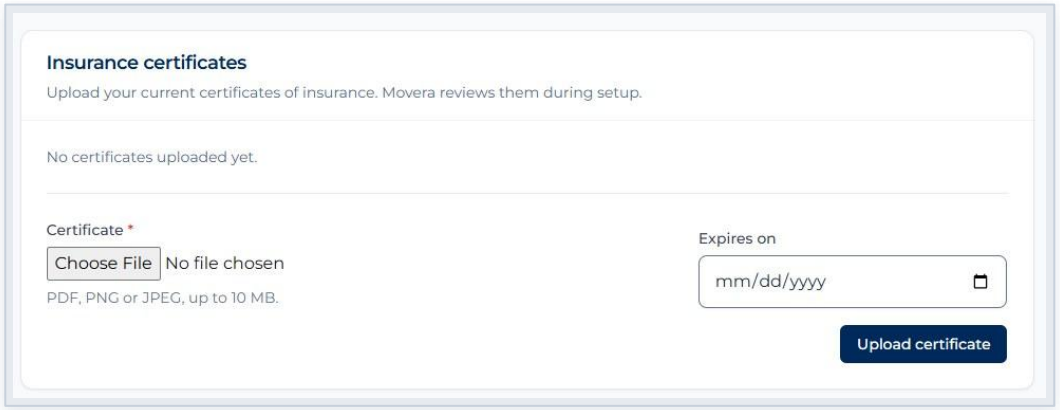
Pre-filled details save typing, not review. Agreement confirms the contract is in place.

Step 3 — Upload your insurance certificates

3

One specific thing has to be on the certificate before it will be accepted.

Call your insurance provider and add **Movera GHV JVI, LLC** as an additional insured on your current policy. This is what allows Movera to access your facility and work on the premises. Upload the Certificate of Insurance once it names that entity — a certificate without it will come back to you.



Entity name, spelled exactly

Movera GHV JVI, LLC — not Movera Wellness Institute, not an abbreviation.

PDF, PNG or JPEG, up to 10 MB

A clear scan or the insurer's own PDF. A phone photo of a screen will not read.

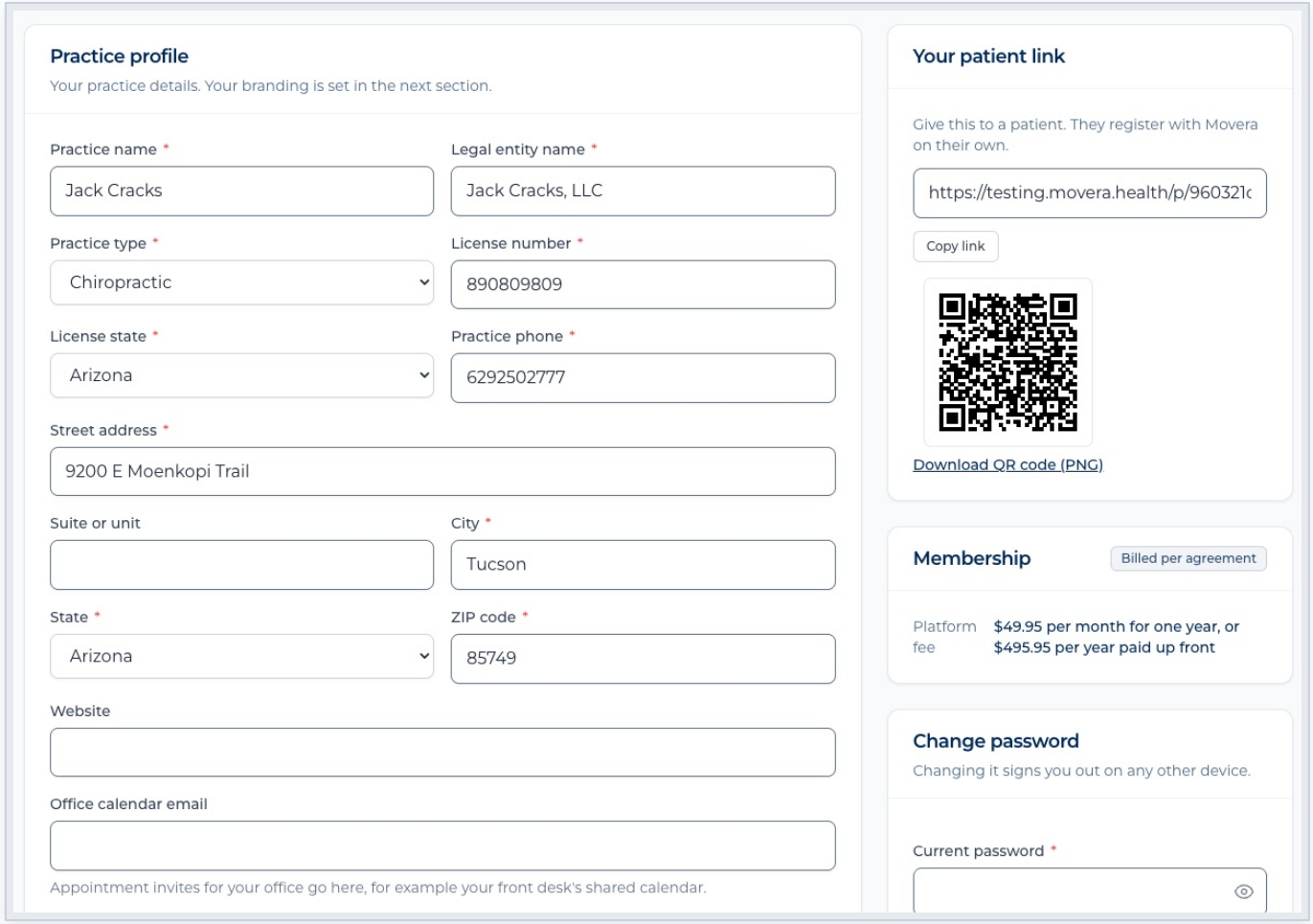
Enter the expiry date

The portal tracks it. You will be asked for a fresh certificate before it lapses.

Step 4 — Practice profile and Vendor QR Code

4

Your details, and the reference link that shows a patient's intake form came from your practice.



Your Vendor QR Code reference link

Printed on every card and poster in your kit. It identifies where the intake form came from; the patient still selects their own provider.

Patients register themselves

Give them the link or the card. Do not fill the form in for them — the registration is theirs to complete.

Download the QR as a PNG

For your own website, email signature or anything you print in-house.

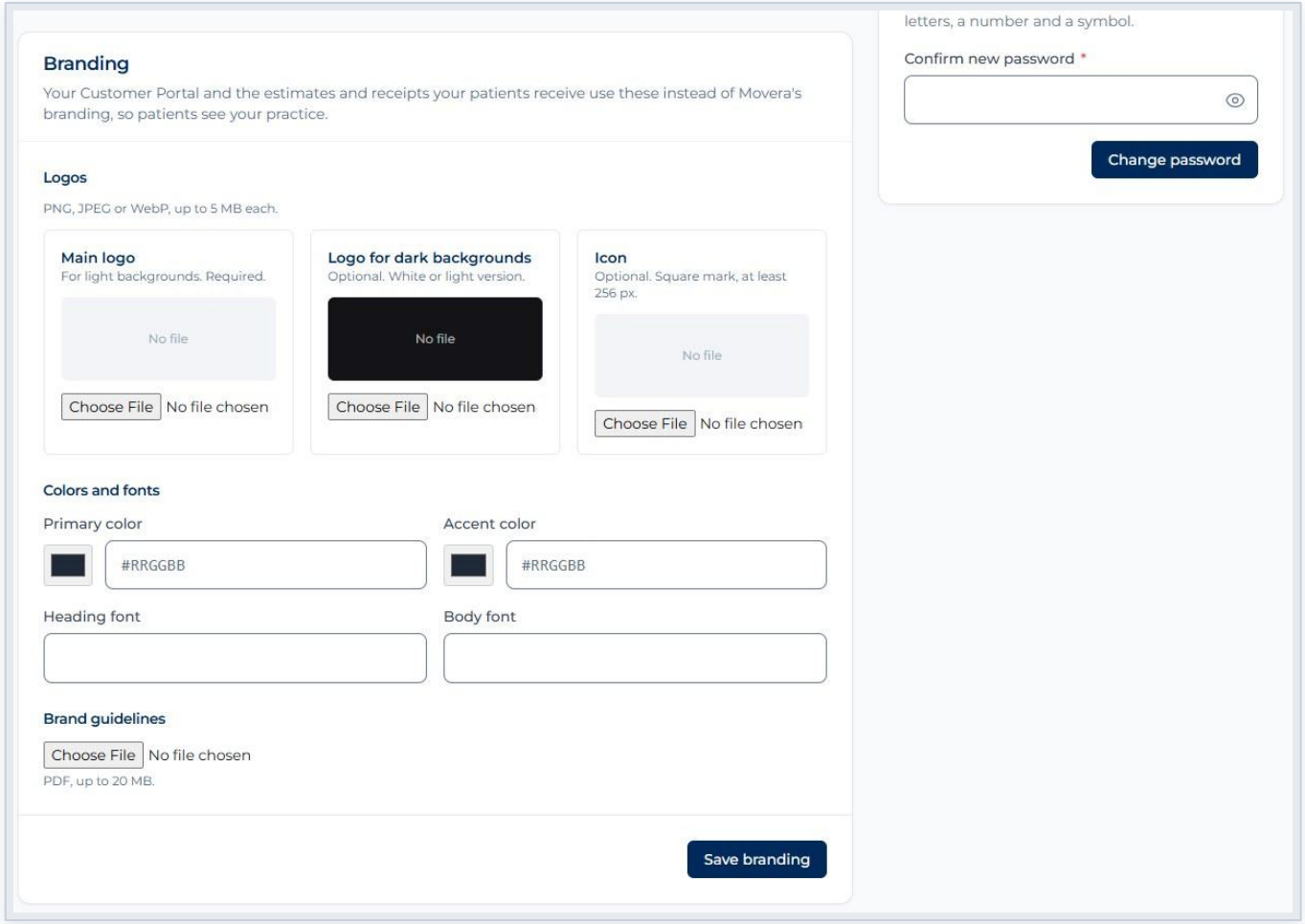
Change password here

Changing it signs you out on every other device.

Step 4 — Branding

4

Your Customer Portal, estimates and receipts carry your practice's branding, not Movera's.



Main logo is required

For light backgrounds. PNG, JPEG or WebP, up to 5 MB.

Dark-background logo and icon

Optional but recommended. The icon is a square mark, at least 256 px.

Primary and accent colour

Hex values. Take them from your brand guidelines rather than picking by eye.

Heading and body fonts

Named fonts. The system follows your schema automatically once saved.

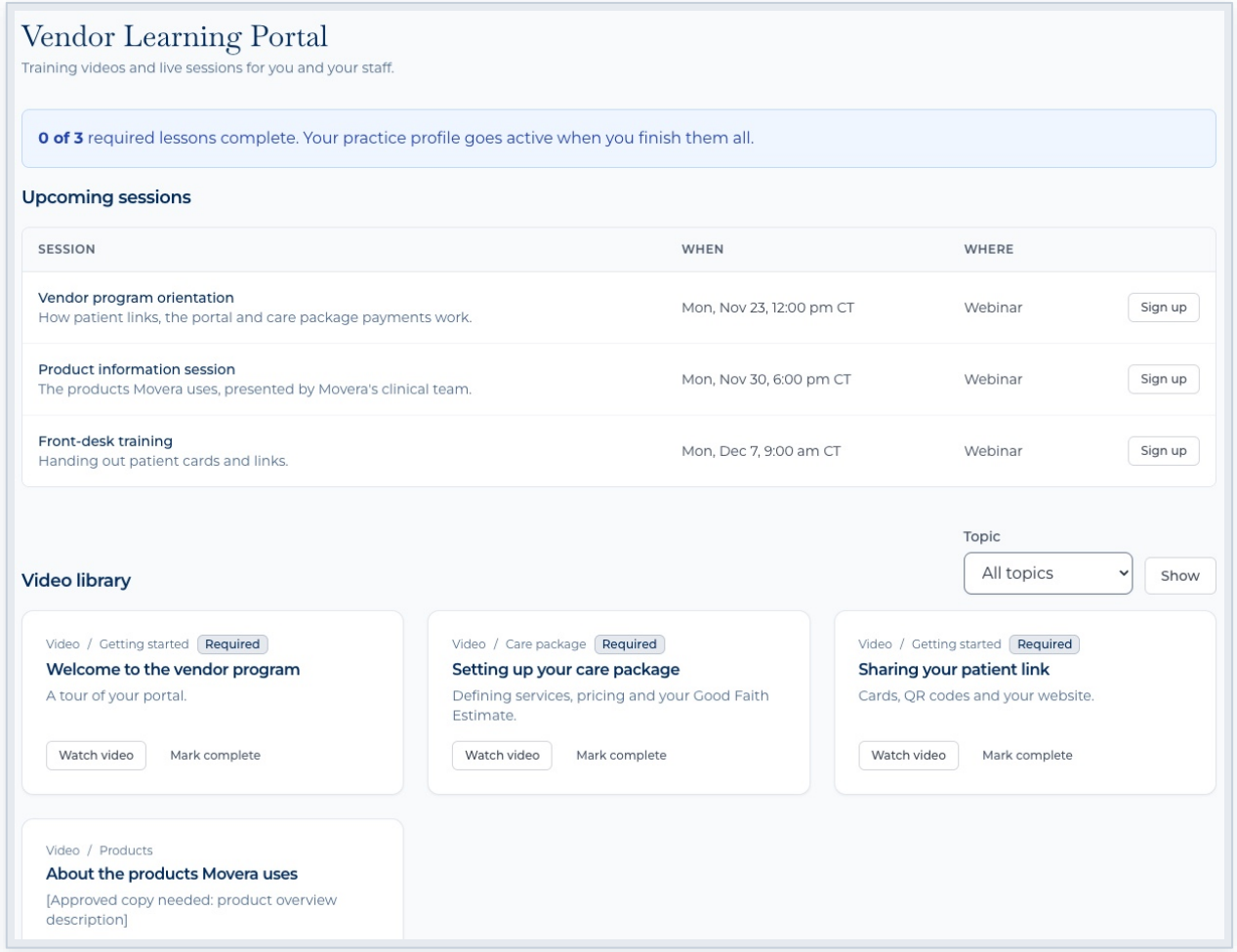
Brand guidelines PDF

Up to 20 MB. Upload it if you have one — it settles the questions the fields above cannot.

Step 5 — Vendor Learning Portal

5

Three required lessons. Your practice profile goes active when all three are complete.



Three required lessons

Welcome to the vendor program · Setting up your care package · Sharing your Vendor QR Code.

Live webinars too

Product information sessions and front-desk training, scheduled regularly. Sign up from this page.

Train your front desk, not just yourself

The people handing out information cards need the same lessons you do.

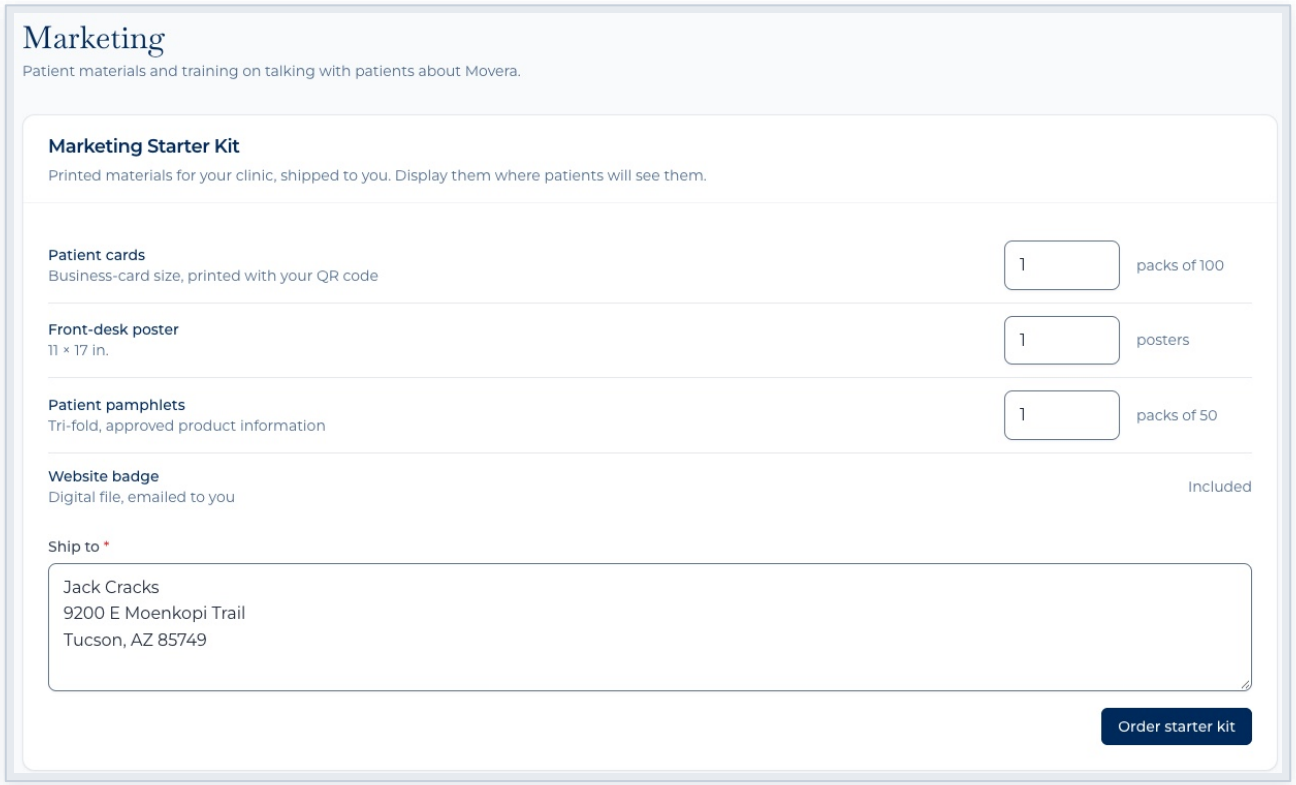
Mark complete honestly

The gate is automatic. Marking a lesson done you have not watched only moves the problem to the patient call.

Step 6 — Order your Marketing Starter Kit

6

Provided at no cost to you — $500+ of materials, printed with your own QR code.



Information cards

Business-card size, printed with your QR code. Packs of 100.

Front-desk poster

11 × 17 in. Display it where patients will actually see it.

Patient pamphlets

Tri-fold, approved product information. Packs of 50.

Website badge

Digital file, emailed to you. Included with every kit.

Ships to your practice address

Check the address before ordering — it pre-fills from your profile.

Hand out only the approved materials. Anything you write yourself about the treatment is your practice's claim, not Movera's.

Talking with patients about the treatment

Your part is short. Movera's patient coordinators and clinicians handle every question about the treatment itself.

What you do

Tell patients the programme exists, hand them a card or show them the QR code, and let them register themselves.

What you route

Anything about what the treatment is, whether it would work for them, what it costs, or what the evidence says. That is Movera's clinical team, not you.

If you are not sure

Route it. There is no cost to saying "Movera's team can answer that properly" and real cost to guessing.

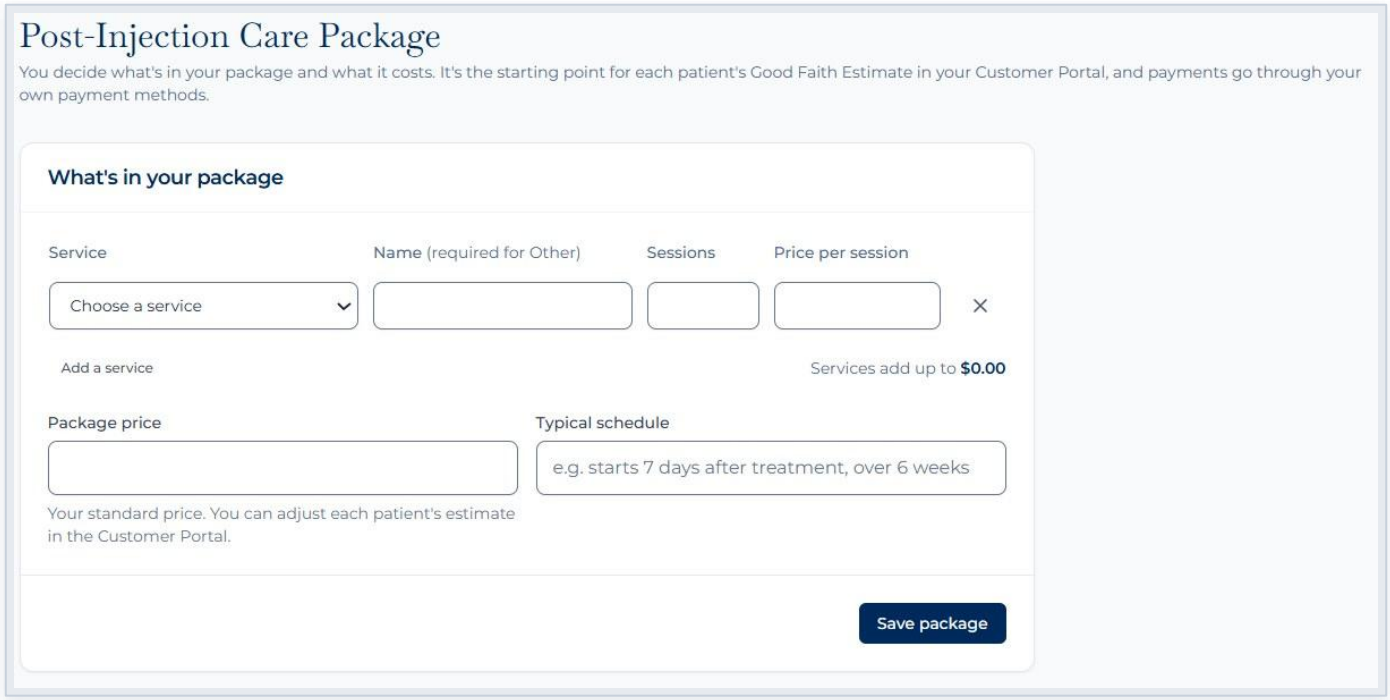
Approved talking points are published in the Marketing section of your vendor portal. Until they appear there, route every treatment question to Movera and say nothing about the treatment yourself.

Patients complete their own registration and choose their own post-injection provider. Do not do either on their behalf.

Step 7 — Build your Post-Injection Care Package

7

You decide what is in it and what it costs. Editable at any time.



Add each service

Chiropractic, red-light, shockwave or anything else you offer. Name, number of sessions, price per session.

Package price is yours to set

The services total is shown for reference. You can adjust any individual patient's estimate later.

Typical schedule

For example, starts seven days after treatment, over six weeks. Patients ask this on the first call.

It feeds the Good Faith Estimate

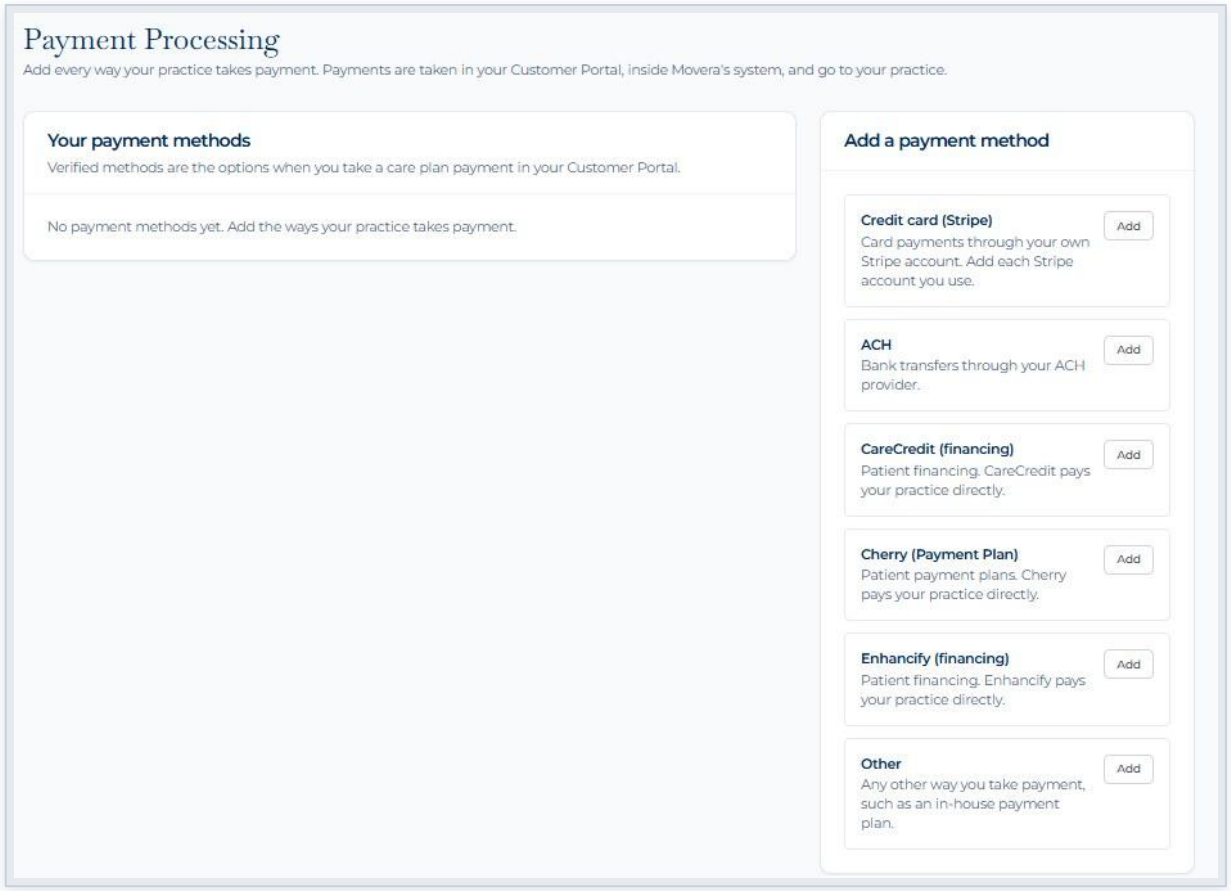
This package is the starting point for every patient's written estimate in your Customer Portal.

Set this up before you go live. The package auto-populates every patient record in your queue. An empty package means an empty estimate and a call you cannot complete.

Step 8 — Set up payment processing

8

The longest step. Start it early — it needs your processor's keys and help from Movera's developer.



Stripe is only a placeholder

Use whatever you already use — Square, GoPayments, PaymentCloud, Bluefin, ACH, CareCredit, Cherry, Enhancify or an in-house plan.

You supply an API key

From your processor's own dashboard. You may need to create one. Movera verifies each method.

Card details are never stored here

Entered once, passed to your processor, which returns a token. Movera stores only the token — PCI compliant by design.

Tokens support repeat payments

A token can be run immediately or later, for recurring payments the patient has approved.

Add every method you take

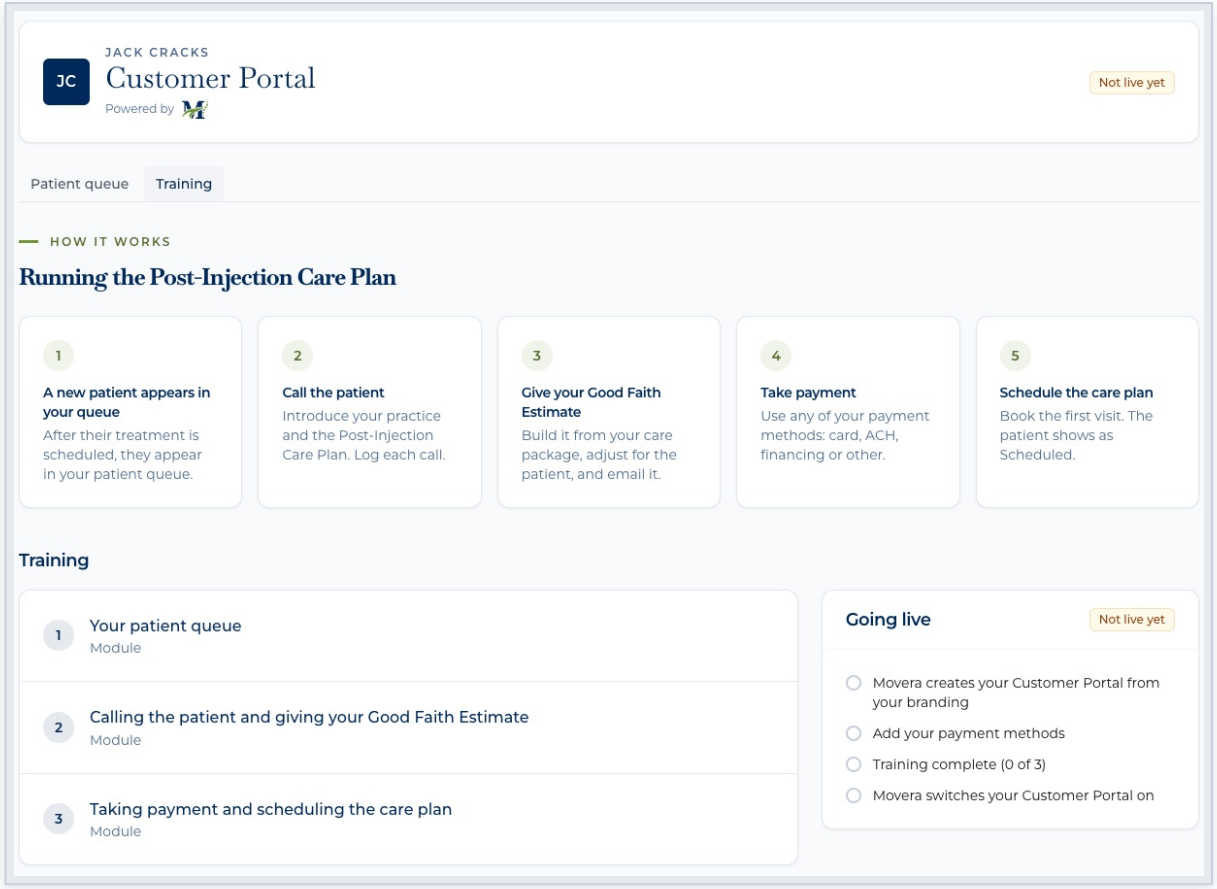
Only verified methods appear as options when you take a payment.

Set up once and it does not need touching again. Leaving it until last is what delays go-live.

Step 9 — Customer Portal training and going live

9

Three modules, then Movera switches your portal on.



Your patient queue

Where patients who select your practice appear, and what each status means.

Calling the patient and giving the estimate

How to introduce your practice and build the Good Faith Estimate.

Taking payment and scheduling

Running the payment and booking the first visit.

Four things gate going live

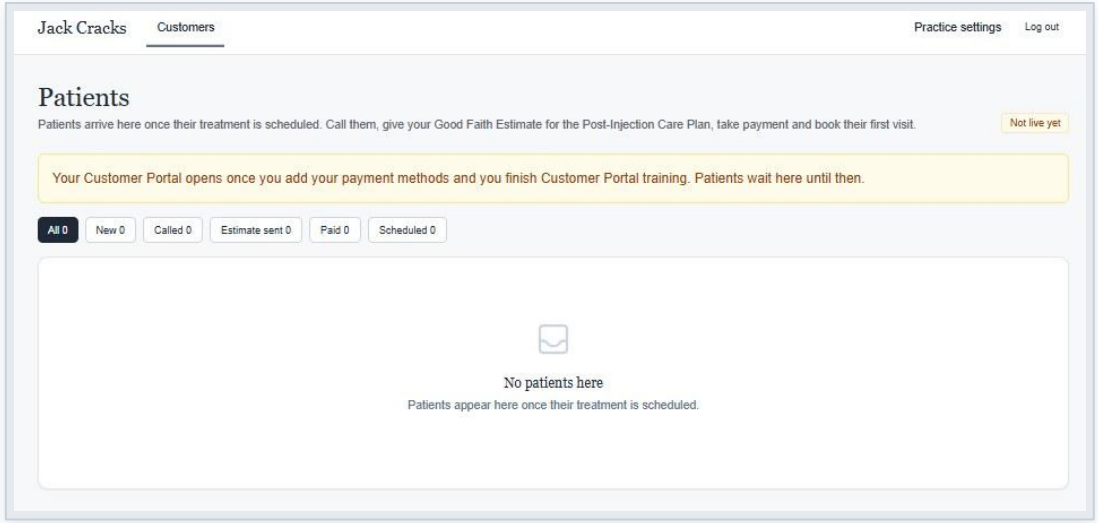
Portal created from your branding · payment methods added · training complete · Movera switches it on.

Patients wait until then

They are not lost. They queue and are there when your portal opens.

Running your patient queue

Patients arrive here after their Movera procedure, once they have selected your practice for post-injection care and our clinician has completed their charting record.



1

New

Patient has arrived in your queue and has not been called.

2

Called

You have spoken to them. Log every attempt, including the ones with no answer.

3

Estimate sent

Good Faith Estimate built from your package, adjusted for them, and emailed.

4

Paid

Payment taken through one of your own verified methods.

5

Scheduled

First visit booked. The care plan is running. You update your calendar in your system.

Log every call. If a patient asks not to be contacted again, record it and stop — that request carries across the whole programme.

Go-live checklist

Work it top to bottom. The last column is what actually switches you on.

Paperwork

- [ ] Vendor account created, shared sign-in email
- [ ] All four agreements read and confirmed agreement via “Agree to Ts & C’s” button.
- [ ] Movera GHV JVI, LLC added as additional insured
- [ ] Certificate uploaded with expiry date

Practice setup

- [ ] Practice profile complete
- [ ] Logos, colours, fonts and guidelines uploaded
- [ ] Vendor QR Code reference link downloaded
- [ ] Starter kit ordered and displayed
- [ ] Room and reception ready for Movera clinic days

Switching on

- [ ] Three Learning Portal lessons complete
- [ ] Post-Injection Care Package built and priced
- [ ] Every payment method added and verified
- [ ] Customer Portal training complete

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