

Terms of Use

Last Revised: June 3, 2026

Community Care Network, Inc. d/b/a 22 Health (“22 Health”) provides its website and Member Portal (the “Sites”) subject to these Terms of Use. By accessing or using the Sites, you agree to be bound by these Terms of Use, our Privacy Notice, and our Notice of Privacy Practices, each incorporated herein by reference. If you do not agree, do not access or use the Sites.

1. Use of the Sites

In consideration for using the Sites, you agree to comply with these Terms of Use and the applicable Privacy Policies in effect at the time of use. 22 Health may revise these Terms of Use at any time without notice, and your continued use of the Sites constitutes acceptance of any changes.

Your right to use the Sites is personal and non-transferable. You are responsible for maintaining the confidentiality of your username, password, and other login credentials and for all activity occurring under your account. You may only use the Sites to access information relating to yourself or your dependents and may not access information regarding any other person without authorization.

You acknowledge that the Sites may experience interruptions, delays, or events beyond 22 Health’s control, and that information transmitted over the Internet may not always be secure. Use of the Sites is at your own risk.

By using the Sites, you represent that you are at least 18 years old. The Sites are not directed to children under 13 years of age, and 22 Health does not knowingly collect personally identifiable information from individuals under 18 years of age.

2. Site Information and Availability

22 Health may modify, remove, update, suspend, or discontinue any portion of the Sites, including content, functionality, availability, or transmission methods, at any time without notice.

22 Health does not guarantee that information on the Sites is accurate, complete, current, or error-free, and has no obligation to update Site information. By using the Sites, you assume all risks associated with reliance on Site content.

If your access to the Sites is terminated, these Terms of Use shall continue to apply to your prior use of the Sites.

3. Eligibility and Benefits Information

The Sites may provide access to eligibility, claims, or benefits information. Any such information is provided for informational purposes only and is not a guarantee of payment or coverage. Benefits remain subject to all applicable policy terms, exclusions, limitations, eligibility requirements, premium payment status, and other conditions of coverage.

Accumulated amounts, including deductibles and out-of-pocket amounts, may change as additional claims are processed and may not apply to all services.

4. No Medical Advice

Nothing contained on the Sites constitutes medical advice or creates a provider-patient relationship. Information available through the Sites is for general informational purposes only. Always consult a qualified health care professional regarding medical concerns or treatment decisions.

5. Portal Security

Certain portions of the Sites may require usernames, passwords, multi-factor authentication, or other security measures (“Portals”). Additional Terms of Use, Privacy Policies, or other published policies may apply to specific Portals or landing pages. By accessing and using those Sites, you agree to the terms and conditions of those policies.

6. Intellectual Property and Acceptable Use

The Sites and all content available through the Sites are owned by or licensed to 22 Health and are protected by applicable intellectual property laws. Except for reasonable personal, household, or authorized business use, you may not copy, reproduce, modify, distribute, publish, transmit, or otherwise exploit Site content without prior written consent from 22 Health.

You agree not to:

- access information you are not authorized to access;
- submit unlawful, defamatory, obscene, threatening, infringing, or misleading material;
- upload viruses, malicious code, spam, or mass communications;
- impersonate another person or use a false email address; or
- interfere with the operation or security of the Sites.

Health care providers may use provider-designated portions of the Sites as reasonably necessary for authorized business purposes relating to covered members. Any other third-party use is prohibited.

7. Privacy and Security

22 Health maintains administrative, technical, and physical safeguards designed to protect information in accordance with applicable law, including the Florida Information Protection Act, Section 501.171, Florida Statutes.

Although 22 Health employs security measures, no method of electronic transmission or Internet storage is completely secure. You should exercise discretion when transmitting information electronically.

22 Health may use Internet Protocol (IP) addresses and related technical information to administer the Sites, support security functions, and gather demographic information.

22 Health and its third-party service providers collect several types of information from and about users of the Sites, including enabling Google Analytics and their advertising features. These include remarketing with Google Analytics; Google Display Network Impression Reporting; Google Analytics Demographics and Interest Reporting; and integrated services that require Google Analytics to collect data for advertising purposes, including the collection of data via advertising cookies and identifiers.

As you navigate through and interact with the Sites, 22 Health may use automatic data collection technologies to collect certain information about your equipment, browsing actions, and patterns. The technologies used for this automatic data collection may include first-party cookies (such as the Google Analytics cookie) or other first-party identifiers, and third-party cookies (such as Google advertising cookies) or other third-party identifiers together. To learn more about the types of cookies that Google uses and how these and other technologies are used, please visit policies.google.com/technologies/cookies. 22 Health may

also use pixel tags and cookies in marketing e-mail communications to track your interactions with those messages, such as when you open the e-mail or click a URL link embedded in them. When recipients click one of those URLs, they pass through a separate web server before reaching the destination page on a company website.

By using the Sites, you consent to the use of these technologies as described in these Terms of Use and the applicable Privacy Policies. You may manage cookie preferences through your browser settings or applicable third-party tools.

8. Third-Party Links

The Sites may contain links to third-party websites or services for your convenience. 22 Health does not control, endorse, or guarantee any third-party site, service, content, or product and is not responsible for their availability, accuracy, or privacy practices.

If a third-party service is accessed through a Portal, certain information may be shared as necessary to provide requested services, and by using such functionality, you authorize that disclosure.

9. Mobile Use

Use of the Sites through mobile devices may involve the collection of device, usage, or location information. Your mobile carrier may also collect or have access to certain information transmitted through its network. Please review your carrier's privacy practices for additional information.

Certain mobile features or personalized services may be associated with your account activity and usage history.

10. Electronic Communications and Consent

In connection with your use of the Sites or Portals, you may voluntarily provide contact information, including email addresses and telephone numbers. Failure to provide the requested contact information may limit certain services or communications.

By electronically providing your contact information and affirmatively consenting to electronic communications, you consent to receive notices, disclosures, payment reminders, account communications, marketing communications where permitted by law, and other communications electronically from or on behalf of 22 Health, including by email, text message, telephone call, prerecorded or automated technology, or through the Portal, as



permitted by applicable law, including Section 501.059, Florida Statutes. Message and data rates may apply.

22 Health and its vendors may use automatic telephone dialing systems, prerecorded or artificial voice technology, and related communication methods consistent with applicable law and the applicable Privacy Policy.

You may withdraw your consent at any time by updating your communication preferences or contacting Member Services below.

By using the Sites, you also consent to the monitoring or recording of Site interactions and devices used to access the Sites for security, quality assurance, training, customer service, and operational purposes, except where prohibited by law.

11. Disclaimer of Warranties and Limitation of Liability

THE SITES AND ALL CONTENT ARE PROVIDED “AS IS” AND “AS AVAILABLE,” WITHOUT WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, ACCURACY, OR AVAILABILITY.

To the fullest extent permitted by law, 22 Health disclaims liability for damages arising from or related to use of the Sites, including interruptions, delays, errors, omissions, viruses, unauthorized access, or reliance on Site content or linked third-party sites.

22 Health is subject to the limitations of liability and indemnification provisions set forth in Section 768.28, Florida Statutes. 22 Health shall not be liable for indirect, incidental, punitive, special, or consequential damages arising from use of the Sites.

You agree to defend, indemnify, and hold harmless 22 Health and its affiliates, directors, officers, employees, and agents from claims, liabilities, damages, losses, and expenses, including reasonable attorneys’ fees, arising from your use of the Sites, violation of these Terms, or violation of any third-party rights.

12. Governing Law and Disputes

These Terms of Use and any disputes arising from or relating to the Sites shall be governed by the laws of the State of Florida, without regard to conflict of law principles.

Any dispute or claim relating to the Sites or these Terms of Use shall be brought exclusively in a state or federal court located in Broward County, Florida, and you consent to the jurisdiction and venue of those courts.

Any claim arising from use of the Sites must be commenced within one (1) year after the claim accrues. All claims must be brought solely on an individual basis and not as part of a class or representative action.

13. Public Records Notice

Certain records and communications made or received by 22 Health may constitute public records subject to disclosure pursuant to Chapter 119, Florida Statutes, and Article I, Section 24 of the Florida Constitution. Information submitted through this website, including emails and electronic communications, may therefore be subject to public inspection and disclosure unless otherwise exempt or confidential under applicable law.

Requests to inspect or obtain public records may be submitted to the custodian of public records at:

Telephone: (954) 622-3234

Email: Public-records@ccpcares.org

Address: 1643 Harrison Parkway, Suite H-200, Sunrise, FL, 33323

Public records requests do not need to be made in writing and may be submitted by mail, email, telephone, or other lawful means. Certain records may be exempt or confidential from disclosure under applicable federal or Florida law, including protected health information and other information made confidential by statute.

14. Miscellaneous

Your electronic acceptance of these Terms, including selecting “Continue,” “I Agree,” or similar language, constitutes your electronic signature and agreement.

These Terms of Use, together with the applicable Privacy Policies and Notices of Privacy Practices, constitute the entire agreement relating to use of the Sites. If any provision is determined unenforceable, the remaining provisions shall remain in full force and effect. Failure to enforce any provision shall not constitute a waiver.



15. Member Services

For questions regarding the Sites or these Terms of Use, please contact 22 Health Member Services using the following options, or send us a message in our member portal, MyChart. For additional information, please refer to our [22 Health website](#) and Member Handbook.

Telephone: (866) 357- 4082 TDD/TTY 711

Website: [22 Health Contact Form](#)

Address: 1643 Harrison Parkway, Suite H-200, Sunrise, Florida 33323