

Terms and Conditions of Use

Jounce Platform · jouncein.com

Effective Date: April 2026 (Revised)

Welcome to Jounce. These Terms and Conditions of Use (“Terms”) govern your access to and use of the Jounce mobile application and related services (“Platform”). By creating an account or using our Platform, you agree to be bound by these Terms. If you do not agree, please do not use our services.

Jounce is a two-sided marketplace. Separate provisions apply to Families and Providers. Please read the sections relevant to your account type carefully.

1. Eligibility

You must be at least 18 years of age to create an account and use our Platform. By registering, you represent and warrant that you are 18 years or older and have the legal capacity to enter into these Terms. If you are a parent or legal guardian registering on behalf of a child, you confirm that you have full legal authority to manage that child’s services and provide any information submitted through the Platform.

2. Our Services

Jounce is a marketplace platform that connects families of children with developmental, behavioral, and learning support needs to independently operating, vetted professionals offering in-home therapy, academic enrichment, and respite care services. Jounce does not employ providers directly. All service sessions must be booked and managed through the Platform. Available services include:

- ABA & Behavioral Support
- Speech & Language Therapy
- Occupational Therapy
- Developmental & Floor-Play Therapy
- Art Therapy
- Music Therapy
- Academic Enrichment & Learning Support
- Respite Care

No diagnosis is required for families to access the Platform under the private-pay model. Services are available to any family with a child who has support needs. However, when using Jounce’s insurance billing integration (via Office Ally), a formal diagnosis and applicable diagnostic codes are required by the insurance carrier to process claims. Families wishing to use insurance must provide this documentation at the time of insurance enrollment.

3. User Accounts

When creating an account, you agree to:

- Provide accurate, current, and complete information and keep it up to date.
- Maintain the confidentiality of your account credentials and be solely responsible for all activity under your account.

- Notify Jounce immediately at support@jouncein.com of any unauthorized access to or use of your account.
- Not share your account or credentials with any third party.

4. Subscriptions & Payments

4a. Family Accounts

Families join the Platform free of charge. Families pay a per-session platform fee at the time of booking. All payments are processed securely through Stripe. Sessions qualify as HSA/FSA-eligible medical expenses where applicable.

4b. Provider Subscriptions

Providers access the Platform through a monthly subscription. Current subscription tiers are:

- Monthly: \$49/month — billed monthly, cancel anytime.
- Quarterly: \$35/month — billed every 3 months.
- Annual: \$25/month — billed annually.

Founding Provider Offer: Providers who join during the founding period receive a locked rate of \$25/month for life — the annual tier rate — regardless of billing frequency, following a 2-month free trial. This rate is grandfathered and will not increase as long as the subscription remains active.

Subscription fees are billed in advance and renew automatically unless canceled. Providers may cancel at any time through account settings. Cancellations take effect at the end of the current billing period. Jounce reserves the right to update subscription pricing with at least 30 days' written notice to active subscribers.

4c. Session Cancellations & Refunds

Cancellations made at least 24 hours before a scheduled session will receive a full refund of the session fee. Cancellations made within 24 hours of a session may be subject to a cancellation fee at Jounce's discretion. Provider payments are released upon session completion confirmation. In the event of a dispute, Jounce will review both parties' records and issue a determination within 5 business days.

4d. HSA/FSA Eligibility

Many services offered through Jounce qualify as eligible medical expenses under IRS guidelines for Health Savings Accounts (HSA) and Flexible Spending Accounts (FSA). Families are responsible for confirming eligibility with their plan administrator. Jounce provides payment receipts suitable for HSA/FSA reimbursement.

4e. Insurance Billing —

Jounce offers an optional insurance billing integration for families whose insurance plan covers eligible therapy services. To use insurance billing, families must:

- Provide a formal diagnosis for their child from a licensed healthcare provider, including applicable ICD-10 diagnostic codes, as required by the insurance carrier for claims processing.
- Provide valid insurance information including carrier name, member ID, and group number.

- Confirm that the selected provider and service type are covered under their plan prior to booking.

Jounce is not responsible for coverage determinations, claim denials, or changes in insurance eligibility. Families are encouraged to verify coverage directly with their insurance carrier before booking sessions under the insurance billing model. The private-pay model remains available to all families regardless of insurance status or diagnosis.

Insurance billing will be available as a Phase II feature. Families will be notified in-app when this feature becomes available.

5. Provider Terms

Providers on the Jounce Platform operate as independent contractors, not employees of Jounce. By registering as a Provider, you agree to:

- Maintain all required professional licenses, certifications, and credentials in active, valid standing in each state where you provide services.
- Consent to Jounce's credentialing and background verification process prior to activation on the Platform.
- Comply with all applicable federal, state, and local laws governing your professional practice, including but not limited to HIPAA where applicable.
- Carry appropriate professional liability (E&O) insurance as required by your professional license and applicable state law.
- Provide services only within the scope of your licensed practice and only for services listed in your profile.
- Notify Jounce immediately of any disciplinary action, license suspension, or change in credential status.

Jounce is not a staffing agency. The provider relationship with families is direct and independent. Jounce provides the platform infrastructure, matching, scheduling, and payment processing only.

6. Background Checks & Credentialing

All providers undergo a credentialing review before activation on the Platform. Jounce applies a tiered credentialing framework based on provider type and licensure status:

6a. Licensed Providers — License Verification as Credentialing Proxy

Providers holding an active state professional license — including ABA/Behavioral Support (BACB), Speech-Language Therapy (NYSED TEACH / NJEdCert), Occupational Therapy (NBCOT), Developmental/Floor-Play Therapy (DIR Institute), Art Therapy (ATCB), Music Therapy, and Academic Enrichment & Learning Support — are credentialed through Jounce's automated license verification engine. Active licensure through a state licensing board serves as the credentialing standard for these providers. Jounce integrates directly with BACB, NYSED TEACH, NJEdCert, NBCOT, ATCB, and the DIR Institute for real-time verification and continuously monitors credential status. Provider access will be immediately suspended in the event of an expired, revoked, or suspended license.

6b. Respite Care Providers — Mandatory Background Check

Respite Care providers are not required to hold a state professional license. As such, all Respite Care providers must complete a comprehensive background check before activation on the Platform. The background check must:

- Be completed within the 12 months prior to Platform activation.

- Be conducted through Checkr, Jounce’s integrated background screening partner, or any FCRA-compliant consumer reporting agency. Jounce has a direct integration with Checkr to simplify the screening process — a link to initiate a Checkr background check will be provided during onboarding.
- Include at minimum: multi-state criminal history search, National Sex Offender Registry check, NY and/or NJ Statewide Central Register (SCR) child abuse and neglect registry check, SSN/identity verification, and OIG Exclusion List check.
- Be renewed every 12 months to maintain active Platform status.

The cost of the background check is the responsibility of the Respite Care provider. Jounce will accept any qualifying background check completed within the last 12 months — regardless of which approved CRA conducted it — provided it meets the above component requirements and is accompanied by supporting documentation. Providers do not need to repeat a check if a qualifying one already exists within that window.

New York State requires a Statewide Central Register Database Check (SCR) through the Office of Children and Family Services (OCFS) for any individual providing direct care to or having unsupervised access to children under the age of 21. This requirement applies to all Respite Care providers operating in New York.

Jounce is not liable for harm arising from background check information that was inaccurate, incomplete, or unavailable at the time of third-party verification. Background checks are one layer of Jounce’s credentialing process and are not a guarantee of provider conduct.

7. User Conduct

All users agree not to:

- Misuse the Platform, including attempting to access unauthorized areas or circumvent security measures.
- Harass, threaten, or harm any other user, provider, or Jounce staff member.
- Impersonate another person or entity, or provide false or misleading information.
- Contact providers or families outside the Platform to circumvent fees or bookings.
- Interfere with the operation, integrity, or security of the Platform.
- Use the Platform for any unlawful purpose.

8. Content Ownership

All Platform content — including text, graphics, logos, and trademarks — is owned by or licensed to Jounce, Inc. You may not reproduce, distribute, or create derivative works from any Platform content without prior written permission from Jounce. User-submitted content (such as profile information and session notes) remains the property of the submitting user, but you grant Jounce a limited license to use such content to operate and improve the Platform.

9. Dispute Resolution

In the event of a dispute between a family and a provider, users agree to first attempt resolution directly. If resolution is not reached, either party may submit a dispute to Jounce support at support@jouncein.com. Jounce will review available records and issue a non-binding determination within 5 business days. For disputes between a user and Jounce, the parties agree to attempt resolution through good faith negotiation before pursuing formal legal proceedings.

10. Termination

Jounce reserves the right to suspend or terminate any account, with or without notice, for violation of these Terms, fraudulent activity, or conduct that is harmful to other users or the Platform. Users may cancel their account at any time through account settings. Termination does not affect any rights or obligations that arose prior to the termination date.

11. Limitation of Liability

The Platform is provided on an “as is” and “as available” basis. Jounce makes no warranties, express or implied, regarding the Platform or any services provided through it. To the maximum extent permitted by applicable law, Jounce is not liable for any indirect, incidental, special, consequential, or punitive damages — including loss of data, revenue, or goodwill — arising from your use of or inability to use the Platform, even if Jounce has been advised of the possibility of such damages. Jounce’s total liability to you for any claim shall not exceed the total fees paid by you to Jounce in the 3 months preceding the claim.

12. Privacy

Your use of the Platform is governed by Jounce’s Privacy Policy, incorporated herein by reference. By using the Platform, you consent to the collection and use of your information as described in the Privacy Policy. Please review the Privacy Policy carefully at jouncein.com/privacy.

13. Governing Law

These Terms are governed by and construed in accordance with the laws of the State of Delaware, without regard to its conflict of law principles. Any legal action or proceeding arising under these Terms shall be brought exclusively in the state or federal courts located in Delaware, and you hereby consent to personal jurisdiction and venue in such courts. For matters arising in connection with services rendered in New York or New Jersey, applicable state consumer protection and professional licensing laws of those states shall also apply.

14. Changes to These Terms

Jounce reserves the right to modify these Terms at any time. Material changes will be communicated via email or in-app notification at least 14 days before taking effect. Your continued use of the Platform after the effective date of updated Terms constitutes acceptance of the revised Terms.

15. Contact Us

Questions or concerns about these Terms? Please contact us:

- Email: support@jouncein.com
- Website: jouncein.com