

Fullscript and Rupa Health:

Keeping your practice moving forward

In October 2024, Fullscript acquired Rupa Health. As part of that acquisition, we are planning to move all of Rupa's customers (providers and patients) to Fullscript, where they'll access one platform that offers advanced diagnostics, clinically effective supplements, clinical education, and tools that streamline decision support.

A look at the path ahead

Your practice will only be asked to move once the functions, features, and integrations you utilize on Rupa are available on Fullscript.

All your Rupa account data – order history, client list, favorites, custom panels, bundles, preferred phlebotomists, and text snippets – will be transferred seamlessly. **You can keep using Rupa right up until it's time to move.**

- We recently launched a pilot with a small group of clinics — we're working with them to ensure the transition experience we designed continues to be non-disruptive.
- For the remainder of 2025, we're focused on improving the transition process based on what we learned, as well as launching new features and lab companies to prepare the platform.
- In early 2026, we'll begin moving larger groups of clinics.



Make the move without missing a beat

Scan to see how we're helping practices make a seamless transition to Fullscript

Labs on Fullscript vs. Rupa:

Which platform is right for you?

Fullscript offers a single platform that delivers industry-leading labs, clinically effective supplements, and an intuitive suite of tools to promote patient adherence and outcomes.

Labs on Fullscript has grown to include an extensive catalog of blood labs and specialty tests, EHR integrations, extensive phlebotomy coverage, and features that streamline your testing workflow.

However, in some cases, Rupa Health may offer solutions that aren't yet available on Fullscript. **Here's a summary of solutions currently only available on Rupa.**

Decision criteria	Rupa capabilities
Your Practice Location	The majority of your patients live in NY, NJ or RI, where Rupa offers <u>select testing</u> from 16 lab companies.
Your Top Lab Companies	Rupa carries select specialty labs not yet available on Fullscript Cyrex, ZRT, Alletess, IgeneX, Spectracell, US Bioek, RealTime Labs, Commonwealth Diagnostics, DHA Laboratory, Infinite Allergy Labs, Microbiome Labs, Quicksilver, Sanesco & NeuroLab, Tiny Health, Immunosciences Lab, Inc. Tru Diagnostic, Empire City Labs, Aerodiagnostics
EHR Integration	Rupa is integrated with select EHRs that are not yet available on Fullscript Healthie, Optimantra, Acubliss, PracticeQ, OptimalDx
In-Office Blood Labs	Practices that draw for blood labs in-office can manage this through Rupa using Access Medical Labs. Practices can order and manage all supplies and pick-up schedules directly from Rupa.
Patient-Initiated Ordering	You want a patient-initiated e-commerce experience today, where you can create a storefront of tests for patients to purchase on their own through Rupa's <u>Labshops</u> feature.

Frequently Asked Questions

Why was Rupa acquired by Fullscript?

Together, Rupa and Fullscript are building a more comprehensive lab testing experience, thoughtfully designed to simplify the diagnostic testing experience for your practice and your patients. You'll find exceptional support, competitive prices, and a smoother experience all around.

I have a Rupa account — should I register for Labs on Fullscript?

No. You don't need to register. We're moving Rupa accounts to Fullscript in planned cohorts, ensuring the labs, features, and integrations you rely on are ready before you switch. This way, your experience on Fullscript is seamless from day one.

Why would I sign up for Rupa if I'll have to move to Fullscript?

Labs on Fullscript is an excellent fit for many providers, and we're working hard to continue expanding the test catalog, launching new integrations, and building new features. However, if Rupa has labs or features you need today that Fullscript doesn't offer, go ahead and sign up. You can get started with Rupa until it's time to move to Fullscript. At that time, we will seamlessly transfer your patients, orders, and history for you. The move to Fullscript isn't happening in large numbers until **2026**, so Rupa remains the best option if it meets your needs right now.

What can I expect from Labs on Fullscript in the future?

Today: Labs on Fullscript is growing quickly. We've expanded the catalog with new blood labs and specialty tests, added workflow features to make ordering and interpreting results easier, and started rolling out AI-driven tools that turn lab results into actionable clinical insights — all with a single login.

Future: We're combining the best of Rupa and Fullscript into one platform. Providers will be able to run advanced diagnostics, use decision-support tools to inform personalized treatment plans, and send those plans directly through Fullscript to drive better patient adherence—all in one place.

I have a Rupa account — when will I need to move to Fullscript?

We've completed a small pilot and are using 2025 to refine the transition experience and expand the platform. Larger cohorts will begin moving in **mid-Q1 2026**.

Frequently Asked Questions (con't)

How will I know when it's time for me to move, and how long will I have?

You'll get notified in Rupa, by email, and through your rep one month before your transition window opens. You'll then have a full month to prepare, plus 14 days to complete the move once your window begins.

What will happen to my Rupa account?

Your window to make the move will close 14 days after your account becomes eligible. After that period, your account will revert to 'view-only' and you'll need to make the move to order new labs. Don't worry, you'll still be able to access your Rupa account to view historical orders, access financial information, download results, and seamlessly transition all of this information to Fullscript. You'll need to move to Fullscript to order any new lab tests.

Will test prices change on Fullscript?

The total price (or cart price) on Fullscript will be the same or lower than on Rupa. Fullscript offers competitive cash-pay pricing on blood labs and matches direct pricing on specialty labs. Fullscript only charges a 3% service fee on specialty tests—compared to Rupa's 7%—and does not apply this fee to blood labs or additional charges like authorization network fees, custom fees, or sample collection fees.

Who do I contact if I have questions or feedback?

Our dedicated labs support team is available for patients and providers looking for support with Labs on Fullscript.

For support: call 1 888-488-8153 or email welcomerupa@fullscript.com.

For labs specific support: call 1-888-894-4014 or email labs@fullscript.com.



We're here to set you up for success

Scan here for support and more details about the move