

Our 16 Certification Standards

To earn and maintain LegitScript Addiction Treatment Certification, your business must meet the following standards:

1. Licensure & Business Registration

The applicant must be duly registered as a corporate entity or legal person (e.g., as a private limited company) in the jurisdiction where services are offered. Additionally, the applicant must be adequately licensed for the services they offer and in the jurisdictions they serve.

2. Legal Compliance

The applicant must comply with all provisions of applicable laws and regulations. This includes, but is not limited to, local, state, and national laws and regulations, and all relevant licensing requirements for addiction treatment facilities and providers or other activities it is engaged in.

The applicant must be in compliance with all applicable laws and regulations related to the prescribing or dispensing of medications. This includes any necessary licensing, registration, or authorizations required to prescribe or dispense controlled substances/drugs, as defined by the relevant jurisdiction(s).

3. Policies and Procedures

The applicant must disclose to LegitScript all treatment services offered or recommended by the program. This includes but is not limited to types of therapies offered, whether medications are included in the continuum of care, and whether there are specialized services for specific populations like adolescents.

Upon request, the applicant must provide written policies and procedures demonstrating a commitment to best practices, effective recovery, and continuous operational improvement.

4. Facility Location

Applicant must have documentation to prove ownership or such other lease agreement (or for MSGs, permission to use), for the physical location(s) where services are offered, to be provided to LegitScript upon request.

5. Facility Disclosure

The applicant must disclose to LegitScript all physical properties and corporate entities under its control and/or to which it refers participants. Any such properties or entities that provide addiction treatment services must also adhere to these standards.

6. Qualifications

The applicant must provide LegitScript with adequate documentation establishing that the applicant's clinical staff who offer substance use treatment have expertise and training in addiction treatment, including any additional certifications or licensure, as required by relevant regulatory authorities.

7. Prior Discipline and History

The applicant must disclose any prior criminal, regulatory, or civil violations related to the applicant's businesses, facility(ies), or key staff. The applicant must also disclose any litigation commenced, resolved or otherwise addressed that involves the applicant at any time over the past ten years. Applicants must not have been subject to recent and/or repeated disciplinary sanctions, warning letters, or similar regulatory action. Prior offenses or other bad acts, may be a disqualifying factor in LegitScript's sole discretion. Disciplinary Action is defined in LegitScript's Addiction Treatment Certification Terms & Conditions.

8. Insurance

Where required by law, the applicant must maintain and provide proof of insurance to operate an addiction treatment facility or service. This may include commercial general liability coverage, as well as any specialized liability coverage, dependent on the nature of the business.

9. Website Content

The applicant's website must conspicuously disclose the physical address of the facility/ies where services are rendered, and the specific nature of services provided. All photographs on the applicant's website must truthfully and accurately depict applicant's facilities. Website content must not misrepresent the scope or location of services provided by the applicant.

10. Privacy

The applicant must comply with all provisions of applicable laws and regulations pertaining to protected information or protected health information, including privacy provisions. When required by law, the applicant must post its privacy policy on its website. For example, US-based applicants who collect, store, or transmit Protected Health Information (PHI) must be in compliance with all applicable HIPAA requirements.

11. Medication Assisted Treatment

The applicant shall only use, recommend the use of, and/or promote the use of drugs that are permitted by relevant regulatory authorities, and may not rely on unapproved drugs.

12. Co-ownership

Co-ownership of, or any formal or informal business affiliation with, lead generators (as defined in the certification application) is prohibited and may be grounds for immediate denial.

LegitScript considers co-ownership to be ownership of a lead generator by anyone in the applicant's organization with significant decision-making authority. Informal business affiliation with a lead generator includes but is not limited to sponsoring or answering the hotline for a lead generator.

13. Advertising

Applicants and certified clients must advertise in a manner that is transparent and in accordance with all applicable laws and regulations. Applicants must ensure that all advertisements are accurate, transparent, and not misleading to the public in any way. This includes clearly identifying themselves in their advertisements, and not using third-party business names in advertisements. Merchants must ensure advertisements accurately reflect the services available at a given location, and may not claim to operate in locations where they do not provide services.

Applicants seen advertising on Google, Bing, or Facebook without LegitScript certification or in apparent violation of

the platform's terms of service may be considered to be attempting to circumvent the goals of the LegitScript certification program and its partners' goals. If such advertising is seen on either platform, it may be grounds for certification denial.

14.Incentives

The applicant must disclose all incentives offered or provided to patients or clients. In general, applicants that offer incentives such as offering to pay for travel will not be eligible for approval. Other problematic incentives include, but are not limited to, paying for patients' rent or health insurance premiums while they are in treatment.

15.Affiliates and Partners

A merchant's affiliates and partners must comply with all program standards. Affiliates are any individual, business, or entity who previously, currently, or is expected to have a commercial and/or professional relationship with the applicant organization or its principals.

A merchant's partners, defined as organizations essential to supporting the applicant's continuum of care, such as partner pharmacies responsible for the fulfillment of prescription medication to patients, are generally required to be LegitScript-certified or accredited by another recognized body, with limited exceptions permitted only at LegitScript's sole discretion.

The applicant must also provide all domain names and websites under its control.

16.Transparency

The applicant and its affiliates must ensure that all practices and offers are accurate, transparent, and not misleading to patients or the public, including but not limited to including but not limited to any material detail regarding the treatment facility.

An applicant's business practices may not pose a reputational risk to LegitScript or the LegitScript Addiction Treatment Certification program.

Failure to provide full and accurate information as requested, in LegitScript's sole discretion, will result in denial. Applicants may undertake reasonable remedial action during the certification process without penalty.