

MOOD:

FAQs

Q. What is Mood Media?

A. Mood Media is the global leader in elevating the resident experience. Through the integration of sensory solutions such as overhead music, on-hold messaging, scent, and digital signage, we help our clients create stronger emotional connections with their residents and enhance the overall facility environment.

Q. Tell us more about your music solutions.

A. Our music solutions are fully licensed for your assisted living and nursing center use. We offer both internet (Core) and streaming (Mix Pro) delivery options, each with a broad selection of music programs to choose from. Unlike consumer-based streaming music services, our solutions are built specifically for your use to provide a more robust level of reliability and control, include no ads or interruptions, and all songs are screened for potentially inappropriate lyrics and content.

Q. What is a Mood Media device? Can I play this on my own devices?

A. Our solutions are delivered through a proprietary Mood media player. This device is either connected to the internet or updated via disc. The content is either downloaded and stored on the device (Core) or streamed and cached on the device (Mix Pro). The media player is then connected to your amplified sound system. Visit our partner page at partner.moodmedia.com/ahcancal (password: moodpartner) for more details on each option.

Q. Do I have to buy or rent their devices?

A. We offer both purchase and lease options (see Pricing Sheet for details).

Q. What types of musical selections does Mood Media offer?

A. For our Core Music Solution we offer more than 160 music programs covering all genres. Our Mix Pro Solution offers access to more than 150 programs and 200+ Music Elements that you are able to use in building your own custom program mixes. You can listen to samples at us.moodmedia.com/music-genres/ and read about each of the programs.

Q. How do members sign up?

A. Visit our partner page at partner.moodmedia.com/ahca-ncal (password: moodpartner) and fill out the contact form on that site, or email us at ncalahca@moodmedia.com. A Mood representative familiar with your program will contact you to take your order and provide a service agreement.

Q. What are the contract terms – pricing, etc?

A. Preferred partner pricing is based on the entire NCAL/AHCA membership group and is a locked-rate, 36-month agreement. Music solutions start at just \$29.99 (less than a dollar a day). Full pricing details for all solutions are provided on the Pricing Sheet located on at partner.moodmedia.com/ahcancal (password: moodpartner).

Q. Will this keep the 3 music licensing companies from coming after members?

A. No. Mood's music licensure agreement applies only to music provided through Mood's music solutions. Mood's music license agreement does not cover other music played, performed by individuals or groups, or aired on other devices such as television sets in public areas.

Q. What is the discount benefit of the bargain?

A. Your membership in AHCA/NCAL affords you discounts of up to 33% off standard Mood pricing, depending on the solution.

Q. What happens for current members that already have a relationship with Mood Media? Will Mood Media supplant the pricing structure?

A. Please contact Mood for details on any current agreements. In most cases we will be able to offer new agreements with new pricing and terms.

Q. Why would members want scents? Please describe the scent services.

A. Scent solutions are extremely popular with our assisted living, healthcare, hospitality and retail clients. As the sense most closely tied to memory, Scent solutions provide a powerful way to enhance the experience and make a clean and positive impression at your facilities. Scent is also proven to stimulate appetite. We offer an enormous variety of scent options and two options for delivery depending on the areas and space you wish to cover. All solutions are completely hypo-allergenic and all use a patented odor neutralizing technology.