

# From Our Family to Yours

Shelby County Schools & Methodist Le Bonheur Healthcare  
Partnering to Provide Convenient, Cost-Conscious Wellness Care

## SCS Family Care Centers

### *Frequently Asked Questions*

#### *General Questions:*

##### Where are the two SCS Family Care Centers located?

One SCS Family Care Center is located next door to the SCS Facility Services building, 2800 Grays Creek Drive in Arlington. The Flicker Clinic is located at, 130 Flicker in Memphis.



##### What are the hours of the two SCS Family Care Centers?

Both of the SCS Family Care Centers are open year-round, except for system-wide In-Service dates and federal holidays.

- **GRAYS CREEK:** Open on school days from 7 a.m. – 5 p.m. and from 7 a.m. – 4 p.m. during the summer and on school holidays.
- **FLICKER CLINIC:** Open on school days from 8 a.m. – 6 p.m. and from 8 a.m. – 5 p.m. during the summer and on school holidays.

## Access:

### Who can visit an SCS Family Care Center?

The SCS Family Care Centers are open to all active SCS employees with a valid SCS employee ID, as well as any family members covered by the employee's SCS health insurance plan.

- **PROOF OF ELIGIBILITY:** *SCS employees must show their valid SCS ID badge. Family members who visit an SCS Family Care Center must have an insurance card proving they are covered by a current employee's SCS health plan, as well as a copy of the employee's valid SCS ID.*
- **CONTRACT EMPLOYEES:** *Contract employees are **not eligible** to access the clinics. Only individuals who are primary employees of Shelby County Schools (i.e. payroll check processed by SCS) and family members **covered** on the employee's SCS insurance plan are eligible to visit the SCS Family Care Centers.*
- **RETIREES:** *Retirees that pay into the SCS insurance plan are eligible to visit the Family Care Centers. Retirees on Medicare and/or Medicaid are **not eligible** to visit, as there is no coordination of health insurance benefits. Retirees are encouraged to maintain continuity and relationships with their primary care providers.*

### Must I have SCS health insurance to visit an SCS Family Care Center?

Active SCS employees with a valid SCS ID do not have to be covered by an SCS insurance plan to visit. However, an employee's family members can visit **only** if they are covered by an SCS insurance plan.

### Is it necessary to schedule an appointment?

Appointments are recommended for ALL medical services in order to limit wait times as much as possible. **NO WALK IN's**. On-the-job injuries should also **call** ahead.

- **APPOINTMENTS:** *Appointments can be scheduled by calling (901) 416-6079 between 7 a.m. and 6 p.m. during the school year and from 7 a.m. and 5 p.m. during the summer. Questions about services and pre-registration can be answered.*
- **EMPLOYMENT-RELATED SCREENINGS & SERVICES:** *Family Care Centers will have time set aside for employment-related medical services, such as pre-employment physicals, in compliance with U.S. DOT/CDL standards and random drug screening requested by the Office of Labor Relations.*

## Cost:

### What is the cost for an SCS employee to visit an SCS Family Care Center?

There is no co pay for any active SCS employees with a valid SCS ID badge to visit a Care Center.

- **LAB WORK & PRESCRIPTIONS:** *Basic lab work and any prescribed in-stock generic medications are included in the cost-free services for eligible SCS employees. No billing will occur to the employee at the clinic.*

- **OFF-SITE REFERRALS:** *Co pays and billing associated with an employee's selected health insurance plan will only apply when seeking or referred for additional services from an off-site primary care physician/specialist. SCS employees not covered by an SCS insurance plan can refer all specific billing questions regarding Off-site medical care to the Employee Benefits Office.*

### What is the cost for family members on an eligible employee's SCS insurance plan to visit an SCS Family Care Center?

Family members covered by an employee's SCS health insurance plan will be charged a co pay as listed on the member's SCS insurance card.

- **FEE COLLECTION:** ***No cash** is accepted as a co pay fee at the clinic. You can pay with a credit card, debit card or the flex card at either location.*
- **WHAT DOES THE FEE COVER?** *The co pay for family members includes the cost Of the office visit, as well as any in-stock generic medications that are prescribed. Prescribed medications that are not in-stock will be called into a patient's preferred pharmacy. The patient will be required to pay any costs associated with his or her selected SCS insurance plan.*

## *Medical Services:*

### How will the SCS Family Care Centers be staffed?

Both SCS Family Care Centers will be staffed by certified Methodist Le Bonheur Healthcare nurse practitioners.

### What types of medical care will be offered at the SCS Family Care Centers?

Most non-urgent, minor medical conditions can be treated at the SCS Family Care Centers, including:

- Colds, flu, strep throat & other viruses
- Bronchitis, pneumonia & asthma attacks
- Ear, throat & sinus infections
- Rashes, poison ivy, bug bites & allergic reactions
- Upset stomachs & dehydration
- Minor sprains, strains & dislocations (referrals for off-site x-rays)
- Minor cuts, scrapes & splinters
- Minor work-related injuries
- Routine pre-employment screenings & sports physicals
- Preventative health screenings
- Vaccinations (flu shots)

**\* Please remember that the SCS Family Care Centers are not intended to substitute for visits to your regular primary care physician.**

## Pharmacy Services:

### What types of pharmacy services will be offered at the SCS Family Care Centers?

Family Care Centers will keep in stock many common medications, both generic and brand name, which can be prescribed and dispensed on-site. Care Center staff can also call in non-stocked prescriptions to a patient's preferred pharmacy.

### What is the cost for pharmacy services at the SCS Family Care Centers?

- **IN-STOCK MEDICATIONS:** *In-stock, generic medications prescribed and dispensed on-site will carry no additional costs. These prescriptions are free for eligible SCS employees and included in the co pay fee for family members on an employee's SCS insurance plan.*
- **NON-STOCKED OR BRAND NAME MEDICATIONS:** *Costs associated with a patient's insurance plan will apply to any non-stocked prescriptions filled off-site. Care Center staff will call in non-stocked prescriptions (generic or brand name) to a patient's preferred local pharmacy for pickup.*
- **"MAINTENANCE MEDICATIONS":** *If a patient is prescribed a "maintenance medication" that must be taken on a continual basis for chronic conditions, Care Center staff will assist in setting up mail-order pharmaceutical services through an SCS Cigna insurance plan.*

**\* SCS Family Care Centers are not intended to operate like a regular pharmacy. Routine medications *cannot* be refilled at the SCS Family Care Centers. Off-site pharmacies should be used for routine prescriptions and refills.**

***For more information about the  
SCS Family Care Centers, call (901)416-6079.***

***From Our Family to Yours***

***Shelby County Schools & Methodist Le Bonheur Healthcare  
Partnering to Provide Convenient, Cost-Conscious Wellness Care***