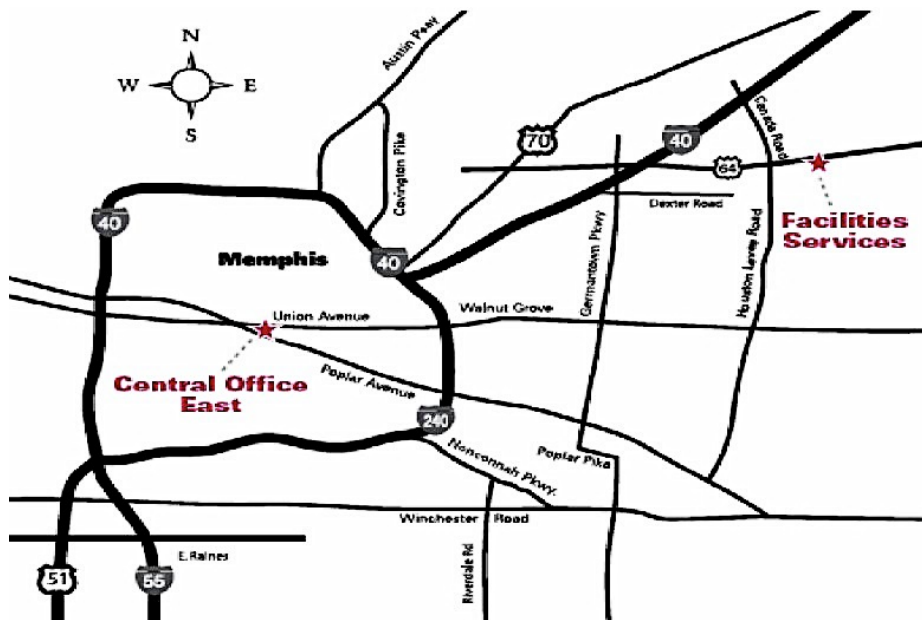




From Our Family to Yours

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

SCS Family Care Centers



- There are two Shelby County Schools (SCS) Family Care Centers.
- One is located next door to the SCS Facility Services Building, Building A at 2800 Grays Creek Drive in Arlington, Tennessee 38002.
- The Flicker Clinic is located at 130 South Flicker Street, Memphis, Tennessee, 38104.

Frequently Asked Questions

[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 CLINIC

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.

[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.

RETIREEES: Retirees that pay into the SCS insurance plan are eligible to visit the Family Care Centers. Retirees will have to pay their copay. 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 required for ALL medical services in order to limit wait times as much as possible. NO WALK IN's.**
- **All on the job injuries (OJI's) or possible OJI's must make appointments.**
- **APPOINTMENTS can be scheduled by calling (901) 416-6079**

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: In-house labs 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. Credit cards, debit cards, flex cards, checks or money orders will be accepted 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.*

**During inclement weather, the Family Care Centers will only close if the district office closes or have an early closing. If you have a scheduled appointment, please call before you come. **



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MEDICAL SERVICES:

How are the SCS Family Care Centers staffed?

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

What types of medical care are 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, other viruses, and sore throat
- Bronchitis, pneumonia and asthma attacks
- Ear, throat and sinus infections
- Rashes, bug bites, and allergic reactions
- Nausea, vomiting, diarrhea and “tummy bugs”

Minor Injuries Treated

- Sprains, strains, minor fractures and dislocations
- Cuts, scrapes and splinters
- Work-related injuries

Medical Needs (required by Shelby County Schools)

- Physicals (employment, pre-employment)
- Immunizations
- Medical evaluations, including Worker’s Compensation & return-to-work clearance
- X-rays and lab work
- Drug screens

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

MEDICAL SERVICES (con't):

The Clinic or the Primary Care Physician?

If you have any of the following needs, we can refer you directly to a primary care facility:

- Multiple medication refills
- Annual check-ups
- Annual laboratory testing, laboratory orders from outside facilities or providers
- STD checks
- Maintenance care of chronic conditions
- Neuro, Endocrinology, GYN, GI, Cardiac Pulmonary Consultations

The Clinic or the Emergency Room?

At our Clinics, you can get quick, convenient treatment for many minor medical conditions. However, if you have any of the following symptoms, you should go directly to the Emergency Room or call 9-1-1:

- ! Chest pain
- ! Severe abdominal pain
- ! Difficulty breathing or shortness of breath
- ! Head injury that resulted in a loss of consciousness
- ! Sudden dizziness, weakness or loss of coordination or balance
- ! Sudden blurred vision
- ! Numbness in face, arm or leg
- ! Sudden, severe headache
- ! Bleeding that won't stop
- ! Coughing up or vomiting blood
- ! Severe burns
- ! Seizures

Insurance and Payment

Minor Medical and Emergency Room co-pays are the responsibility of the patient.

- The co-pay for the Minor Medical Center is \$75.00 and up. The co-pay for the ER is \$250.00 and up. Co-pays are noted on your insurance card.
- As a dependent of an SCS employee or a retiree, who does not have Medicare (pre-65), who carries the Cigna Insurance with SCS, your admission to the clinic is **your insurance card**.
- As an employee of Shelby County Schools (SCS), **your badge** is your admission to the clinic.

PHARMACY SERVICES:

What types of pharmacy services are offered at the SCS Family Care Centers?

- Family Care Centers will keep generic and brand name medications, which can be prescribed and dispensed on-site.
 - Care Center staff can also call in non-stocked prescriptions to a patient's preferred pharmacy.
 - No opioids or other controlled substances are kept at any clinic site.
 - Costs associated with a patient's insurance plan will apply to any non-stocked prescriptions that are 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.
- * ***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.***