

Getting Started on the MEMPHIS Plan

1. We expect all participants of the MEMPHIS Plan to be respectful and courteous when communicating with anyone, including the staff of the MEMPHIS Plan, while receiving treatment. The healthcare services are **donated** by concerned and generous doctors, dentists and medical professionals. *Inappropriate or disruptive behavior by an employee or their dependents can result in termination from the plan.*
2. We expect all participants to **KEEP APPOINTMENTS and ARRIVE EARLY**, but ***you must call before your scheduled appointment if you are unable to keep it or are going to be late.*** Arriving late will result in losing your appointment, and not showing without calling will result in termination from the MEMPHIS Plan.
3. The MEMPHIS Plan is **NOT INSURANCE**. It is a healthcare ministry of the Church Health Center, **comprised of volunteer physicians and donated medical services**. All services must be donated before they can be offered through the MEMPHIS Plan. If we can not get a service donated, we can not offer that service. This requirement is part of the MEMPHIS Plan Act of 1991, set forth by the state of Tennessee, and we do not have the authority to change, add or get bills donated for services beyond what is currently donated.
4. **Participants will be assigned a primary care doctor.** Because doctors donate their services and are limited in the number of participants they can serve, ***we are unable to provide a list of doctors or allow participants to choose their doctor.*** **Doctors' offices have different procedures for becoming an established patient within their offices.** New patients may have to wait up to four months to be seen by their primary care physician for the ***first time appointment.*** *I understand it is my responsibility to identify and follow the procedure for becoming an established patient in my assigned primary care physician's office.*
5. Participants are assigned and covered at only one hospital in Memphis, either Methodist University or St. Francis/Park (***not both.***). ***Participants will be responsible for knowing their assigned hospital and for 100% of the charges when admitted to any hospital other than their assigned hospital.*** The hospital name will appear on an ID card that is mailed to the employer to give to the participant. *Participants assigned to Methodist University, St. Francis/Park or LeBonheur are not covered at other Methodist or St Francis hospitals for ER or in-patient services.*
6. **Church Health Center Wellness, Walk-in Clinic, Counseling, and Optometry services are NOT a part of the MEMPHIS Plan.** Participants can access these services through the Church Health Center, but they must verify their income and **pay separately for the services.** *The Walk-In Clinic is \$35 per visit.* Church Health Center Wellness, optometry and counseling are based on a sliding scale according to your income.
7. Employee coverage ends when employment ends. ***It is the responsibility of the EMPLOYER to fax or mail the termination form to the MEMPHIS Plan office.*** It is effective the last day of ***the month it arrives in the MEMPHIS Plan office, not the termination date.*** Terminations ***can not be phoned*** into the office.
8. **It is the responsibility of the EMPLOYER to pay the invoice in full** and collect the employee portion of the monthly fees from the employee.

I have read and will follow the above information and instructions.

Employee Signature/Date

Employer Signature/Date

Company Name