



Questions and Answers

These questions and answers are to help you better understand our innovative Primary Healthcare Plan and what our staff has to offer. You do not need to be a member of the Primary Health Care Plan to visit any Urgent 24/7 facility.

Are you accepting new patients?

Yes, we are accepting new patients.

Do you see children?

Yes, we see children of all ages.

Do you take “walk-ins”?

Yes, we accept “walk-ins, no appointment is necessary to visit any Urgent Care 24/7 clinic. You may visit any clinic during its normal hours of operation.

Is this health insurance?

No, we are not an insurance company, nor are we offering insurance. We are simply offering an affordable, alternative payment plan to access basic primary and urgent care via membership into our Primary Healthcare Plan. This will not satisfy the requirements for insurance under the Affordable Healthcare Act.

What happens if I need to see my Provider after I have used my 5 visits included in the membership?

You may come in to be seen by a Provider and will receive a 20% discount on treatment, prescriptions, and tests.

How do I pay my fees?

Membership fees are automatically billed to your credit card or debit card. Utilization fees are paid at the time of your appointment. We accept cash or debit/credit cards (Visa, MasterCard, Discover, and Health Savings Account cards with the Visa/Mastercard logo).

What if I don't use your services? Do I still have to pay for my membership?

Yes, membership into our Primary Healthcare Plan is a one year contract, regardless of utilization. We are offering these services at a discounted rate and allowing payment to be spread over one year's time.

What if I go to another doctor or the emergency room? Will you pay my bill?

No, your annual membership fee ensures you access to care at one of our participating Providers. We will assist in referring you to other healthcare providers, but the expense of their healthcare is not provided by this agreement.

Do I need medical insurance if I join your plan?

No, we do not accept any form of insurance for payment.

I am in a managed care plan. Can I still join your plan?

Yes, your annual fee ensures you access to care from our staff regardless of your insurance plan. However, you should know that your managed care company, or your health maintenance organization (HMO), may refuse to pay for any services or prescriptions that are not ordered by one of their physicians.

Is this a one-time fee?

No, the membership agreement is for one year and meant to be renewed annually. Cancellation of the membership must be received in writing 60 days before the annual renewal date.

What if I need hospitalization or surgery?

We will advise you if we feel hospitalization is necessary, however, the Primary Healthcare Plan does not cover the cost of hospitalization. Our membership plan covers services as outlined in the Membership Agreement.

Will I receive a discount if I don't have my annual physical exam or use all of my visits included with membership?

No, your annual membership cost is \$588.00 and is non-refundable. We are allowing you an alternative payment plan of \$49.00 per month.

Is the cost of prescriptions covered or discounted through my membership fee?

Medications prescribed by our Provider available through our dispensary are discounted at 20%. Prescriptions may also be called in to your pharmacy but the cost is not covered nor is there a discount.

Where may I be seen?

You may be seen at any of our Urgent Care 24/7 locations during their normal hours of operation. Visit www.urgentcare247.com for locations and hours.

I woke up this morning with a red crusty eye. It hurts a little. Can I be seen?

Yes, visit any Urgent Care 24/7 clinic during normal operating hours. This visit will be covered as one of your 5 included visits.

My throat has been hurting for a couple of days and is not getting better. Can I be seen?

Yes, this visit will be covered.

My child has a fever and is irritable. Can I come in?

Your child's visit will be covered if your child is a member of our Primary Healthcare Plan.

I have chronic hypertension. Can I purchase a membership in the Primary Healthcare Plan? Can I use my 5 visits to monitor this condition?

Yes, you are eligible for membership even if you have a pre-existing condition. Yes, you may use your 5 visits to have your condition monitored.

I fell and hurt my ankle. I believe something could be seriously wrong. Can I come in?

Yes. This visit will be included as one of your 5 visits through membership, however if the Provider recommends that you have an X-ray, this will be done in our Midtown office and will not be covered with membership in our Plan. You do receive 50% off X-ray fees.

I have a burning sensation when I use the restroom. Can I use one of my 5 visits?

Yes, your visit will be covered but any recommended lab work would be an extra cost. Your 20% discount will apply.

I broke a glass and cut my hand. My hand is bleeding and I can't make it stop. Can I use this for one of my 5 visits?

Yes, visit any Urgent Care 24/7 clinic during normal operating hours and you will be treated as deemed necessary. If stitches are required, there will be an extra charge.

It is Spring and my allergies are acting up. Can I come and get a prescription to make me feel better. Can this be one of my 5 visits included with my membership?

Yes, you can be seen and a prescription will be written if it is medically necessary. Remember even if you have used your 5 visits included with membership, you still can be seen at a discounted rate.

I have terrible migraine headaches. I would like to take something so I might be able to prevent them. Can I use one of my visits to be seen?

Yes, you can use any one visit or all of your 5 visits to keep this condition under control.

I have been out working in the yard today. This afternoon my arm has a rash that is burning and itching. Can I be seen?

Yes, you may be seen and if deemed medically necessary, prescriptions will be written and included under our membership plan. The cost of filling your prescription will not be included with membership.

We have been on Tybee beach all day and my wife is not feeling well. She feels hot and nauseated. I believe she got overheated. I'm concerned and want to bring her in. Can we come in?

Yes, if your wife is a member of our Primary Healthcare Plan, this visit will be included as one of her 5 visits. If she requires any extra testing or intravenous fluids, these will require an extra fee at a 20% discount.

I have a new weight goal. I am going to start a new diet that I read about. Can I come in and talk about a few questions I have?

Yes, you may set up an appointment to discuss your concerns with our Provider. This visit will be included as one of your 5 visits with membership in the Plan.

My child is getting ready to start volleyball at school. We need to have a sports physical done. Can we make an appointment?

Yes, if your child is a member in our Plan, this visit will be covered as one of your child's 5 visits included with membership.

If you still have questions, you may call one of our locations or email us at info@urgentcare247.com.