



my urgent care  
365

## Urgent Care 365 Membership Agreement Terms & Conditions

### 1) PROGRAM:

This Membership Agreement describes the services provided through Valley Immediate Care, LLC and explains how you may purchase membership. It summarizes the terms and conditions of your membership. By electing to purchase membership in our Urgent Care 365 membership, you are ensuring you and/or your family same-day access to urgent care services 365 days/year at 5 conveniently-placed facilities in Southern Oregon.

Urgent Care 365 is not insurance. All services provided by the Retained Medical Practice cannot be billed to insurance.

Urgent Care 365 provides only the limited scope of primary care services specified in the Urgent Care 365 membership agreement.

A patient must pay for all services not specified in the Urgent Care 365 membership agreement.

#### *Urgent Care 365 Cancellation Policy*

*An individual member who has not used any of Valley Immediate Care's services can cancel at any time with written notice. An individual who has only had one (1) visit at Valley Immediate Care can cancel his/her membership after six (6) months with written notice.*

*A Member Family who has not used any of Valley Immediate Care's services can cancel their membership at any time with written notice. A family who has only used two (2) visits with Valley Immediate Care may cancel their membership after six (6) months with written notice.*

*Valley Immediate Care may cancel an individual or family Urgent Care 365 Membership ten (10) business days following notification of failure of a credit or debit card transaction*

*The Department of Consumer and Business Services issued a certification to this practice. You can contact consumer advocates at the Department of Consumer and Business Services at (888) 977-4894, [dcbs.inmail@state.or.us](mailto:dcbs.inmail@state.or.us), or [www.insurance.oregon.gov](http://www.insurance.oregon.gov).*

(Continued Next Page)

## 2) SCOPE OF SERVICES COVERED BY THIS AGREEMENT:

Valley Immediate Care, LLC agrees to provide the following services and amenities to Urgent Care 365 members:

- Experienced and dedicated staff committed to a high level of care and service
- 365 days/year same-day access to Urgent Care services \*\* (North Medford and Ashland Locations closed Thanksgiving and Christmas Day - All other locations open 365 days/year)
- No appointment is needed and online check-in is always available
- Many locations to serve you – Ashland, North Medford, South Medford, Grants Pass, Brookings
- Individuals receive three visits per calendar year
- At each visit, the patient is expected to pay a facility fee of \$25.00 (The facility fee is waived under a “5-Day Promise” - see below for 5-Day Promise rules and restrictions)
- Family plans are also available. These plans include the head-of-household and up to four (4) additional dependents or up to five (5) total family members
- Families receive five visits per calendar year. Family member visits are in aggregate and could all be used by the same family member or divided among different family members. Five visits is the yearly family limit
- In addition, Urgent Care 365 includes Valley Immediate Care’s “5-Day Promise” which is:

If you are seen and treated in any of our offices for an illness or injury, and you are not feeling quite up to par within the next 5 days, we would like to offer you a second visit with us at no charge.

This is limited to one free visit for the same problem and does not include any extra services such as lab or x-ray procedures. If the nature of your illness or injury care requires that we send you to a higher level of care, such as the emergency room or a specialist, we require that you follow through with that referral before you return to see us.

- All other Urgent Care services are discounted 50% for Urgent Care 365 members. Examples of services included:
  - All in-house x-rays
  - All in-house laboratory testing
  - All procedures such as suturing of wounds, foreign body removals, drainage of boils and abscesses
  - All injections and injected medications and vaccines
  - All splints and casts
  - All wound care and dressings
  - Ear lavage (cleaning)
  - Breathing treatments
  - EKG
  - IV fluids
  - Spirometry
  - Audiology
  - Sports physicals

A full list of all covered services and member prices is attached and available on our website.

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- Annual flu shot is free of charge for individuals and each member of a family (does not count as a visit)
- Monthly newsletter with membership updates and health and safety information

\*\*Please note:

Urgent Care facilities are also not an appropriate place to manage chronic illness such as diabetes, hypertension, COPD, congestive heart failure, depression or chronic pain. If you have a chronic illness, an urgent care provider may or may not be able to treat you, but will certainly be able to refer you to a primary care provider or an appropriate specialist.

### 3) MEMBERSHIP PAYMENT:

For the above services and amenities, cost for individual members will be \$40.00 per month with payment made by ACH with a valid credit or debit card. Cost for a family (including spouse and dependents) will be a \$65.00 monthly ACH payment. A one-time fee for processing the application is charged at a cost of \$20.00 for either the individual or family membership. This will be a one-time fee except in cases where the membership lapses. In the case that a membership lapses, a reapplication fee and the first month's payment will be required to reactivate the membership.

### 4) TERM AND MONTHLY PAYMENTS:

The membership period is one year. A membership renewal reminder will be sent out in the last quarter of the membership year. Membership will automatically be renewed during the last month of the membership year for the following year. Termination of the My Urgent Care 365 must be made by the patient in writing and must be received 60 days in advance of the annual contract renewal date. Members may also change their preferred form of payment by giving 60 days notice. Membership will be effective at date of application upon completion and review of the membership application/ACH authorization form, completed first month's payment and application fee. Subsequent monthly payments will continue by automated credit or debit transaction. Should the transaction fail, the member will be notified by email and will be solely responsible to correct the reason for transaction failure. The member will not be charged a reapplication fee if the error is corrected within ten (10) business days from date of email notification of credit/debit transaction failure.

### 5) CANCELLATION/REINSTATEMENT:

An individual member who has not used any of Valley Immediate Care's services can cancel at any time with written notice. An individual who has only had one (1) visit at Valley Immediate Care can cancel his/her membership after six (6) months with written notice.

A member family who has not used any of Valley Immediate Care's services can cancel their membership at any time with written notice. A family who has only used two (2) visits with Valley Immediate Care may cancel their membership after six (6) months with written notice.

Valley Immediate Care may cancel an individual or family Urgent Care 365 Membership ten (10) business days following notification of failure of ACH transaction.

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After ten (10) business days, the patient's membership which has been canceled for this reason by Valley Immediate Care may be reinstated with a valid credit or debit card entry and the payment of a reinstatement fee of \$25.00.

In the event that a member cancels their membership and has utilized one (1) or more visit(s), or, if a member family has used two (2) or more visits, they will be responsible for 6 months membership dues minus any monthly dues already paid by member.

In the event that a member cancels their membership and has utilized two (2) visits, or a member family has used three (3) or more visits, they will be responsible for 12 months membership dues minus any monthly dues already paid by member.

In the event that Valley Immediate Care is unable to provide services as promised for any reason, Valley Immediate Care will refund monthly membership fees back to the patient or family retroactively to the first day of the month in which Valley Immediate Care was unable to provide services as promised.

I have read and accept the terms and conditions of the My Urgent Care 365 Membership Agreement

Signature \_\_\_\_\_ Date \_\_\_\_\_

**Note:** This is not an Insurance Plan and does not replace your insurance plan. Insurance will not be billed or claims filed. Individual members will pay all medical services when services are rendered. Monthly membership is automatically billed through debit or credit card.

The Department of Consumer and Business Services issued a certification to this practice. You can contact consumer advocates at the Department of Consumer and Business Services at (888) 977-4894, [dcbs.insmail@state.or.us](mailto:dcbs.insmail@state.or.us), or [www.insurance.oregon.gov](http://www.insurance.oregon.gov). The practice provides only the limited scope of primary care services specified in the retainer medical agreement.

No Appointment Necessary | Walk-Ins Welcome | Online Check-In  
Visit [MyUrgentCare365.com](http://MyUrgentCare365.com) for more info  
Medford | Ashland | Grants Pass | Brookings

