

Frequently Asked Questions
Blount County Employee Clinic

What is covered for Blount County employees at the Care Today Clinic? *The clinic is to be used for illnesses and injuries of an acute (not chronic) nature. For example, a cold or a sprained ankle, but not, for example, to get a refill of a blood pressure prescription. Any lab work or X-Ray ordered by and performed at the CTC is included with no patient payment.*

Who is eligible? *This benefit applies only to full time Blount County employees, their spouses and children (age 6 and up) or retirees covered under the current medical benefit plan.*

Is an appointment necessary? *No*

Where is it located? *The Care Today Clinic (CTC) is located within East Tennessee Medical Group at 266 Joule Street in Alcoa. The entrance is on the side of the building facing Rankin Road and the baseball fields. Check in at the Lab and X-Ray reception area.*

When is it open? *Mon. – Fri. 9am – 9pm; Sat., Sun. 9am – 6pm; Closed on Thanksgiving and Christmas. New Year’s Day, Memorial Day, Independence Day, Labor Day, and New Year’s Eve 9am – 6pm; Christmas Eve 9am – 2pm.*

Will I see a doctor? *CTC usually has a Physician on duty; a Physician Assistant or Nurse Practitioner is always on duty.*

Will I have a payment at the time of the visit to the Care Today Clinic? *Not for covered services rendered by the CTC. If you request services not covered under the contract, your insurance will be billed, but you may be responsible for a portion of the bill.*

What about Lab work – can I get my routine lab work done at the same time as a Care Today Visit and will it be “free”? *Lab work covered by this arrangement is what has been ordered by the CTC. Routine lab work ordered by other physicians will be applied to your normal insurance plan.*

Are X-Rays covered? *Basic X-Rays related to the visit are covered (i.e. X-Ray for an injured ankle), but CT scans, ultrasounds or any other specialty procedures are not included. Routine X-Rays ordered by other physicians will be applied to your normal insurance plan.*

Can I still see my regular family doctor instead of CTC? *Of course you can choose to see your own physician, however, your normal insurance will apply.*

Do I have to fill out any family or social history before I can be seen in the CTC?

No, only some demographic information.

Are flu shots covered? *Yes*

Are other immunizations covered? (TD, HPV, etc?) *Besides Flu shots, the only immunizations covered are those directly related to your visit (for example, a tetanus shot may be required after a laceration – that would be included).*

What about allergy shots? B-12 shots? Blood pressure checks? *Allergy shots (using your medication) are included after the first dose has given by the ordering physician. With a valid physician's order, B-12 injections are included. Routine Blood Pressure checks are also included.*

Can I get my prescription filled there? *Not at this time.*

What do I do if I get a bill for my CTC visit? *Call the billing office at (865) 681-9148.*