



FaithCare FAQ

What is FaithCare?

FaithCare is an affordable healthcare alternative for businesses to provide for their employees. Offered by Faith Community Health, FaithCare is designed for businesses to keep their workforce healthy, retain staff members, and stand out above the competition.

Is there a contract?

To enroll in FaithCare, businesses must sign a simple agreement outlining the services provided. This agreement ensures a smooth and transparent partnership. If needed, termination of the agreement requires a 30-day written notice.

Does Faith Community Health provide an orientation?

Faith Community Health will provide an employee orientation which can be done onsite at your place of business. This orientation will be used to explain the services provided, what is needed to register for first-time appointments, and address any questions you may have.

How do I manage my FaithCare account as a business owner?

FaithCare operates on an online portal that will allow you to add and remove employees as needed, pay invoices, and update your business contact information. Rest assured, we're here to help you every step of the way! After you sign up, we'll provide guidance and a demonstration on how to use the FaithCare portal.



How will I be billed?

On the 25th of every month, the FaithCare portal automatically generates an invoice that calculates the total number of active employees and emails you the invoice. The payment for the invoice is due by the 1st of the following month to ensure uninterrupted service for the employees.

What if my business is seasonal?

Since enrollment in FaithCare is monthly, you may add or drop employees as needed during your peak season or off-season.

What about my employee's family members?

The spouse and dependents of an employee, who are 18 years or older, are also eligible for FaithCare. If a business decides to include the employee's family, the same monthly fee applies to each family member and will be reflected in the monthly invoice sent to your business. It is the business's responsibility to add them to the FaithCare portal to ensure that they receive access to coverage.

Is there a waiting period for my employees?

Not at all! Once they have been entered into the FaithCare portal, they are able to be seen at Faith Community Health.

What if an employee already has a primary care provider?

Your employee can keep their current primary care provider. Faith Community Health won't interfere with their existing healthcare relationship. They can still visit Faith Community Health for specific non-primary care needs, such as cold and flu symptoms, sore throat, minor cuts, sprains, rashes, and more. We are here to complement their primary care and offer additional support when needed in order for them to not miss a day at work.



What if my business already offers health insurance?

If your business already provides health insurance to your employees, you can still offer FaithCare as an additional healthcare option.