



Value FLEX Plan™ FAQs

In keeping with our mission to provide affordable & accessible support services to families affected by Alzheimer's & related dementias, the Glenner Centers proudly introduce our Value FLEX Plan™.

Q: WHAT IS THE GLENNER CENTERS' NEW MONTHLY Value FLEX Plan™?

A: The Value FLEX Plan™ is a new attendance & payment membership program that allows you to have your loved one attend our centers when it suits *your* FLEXible schedule. Membership in this plan allows you to book your loved one's days of attendance at a minimum of 24 hours to a maximum of 72 hours in advance, based on available day center spots.*

Q: WHY DID YOU CREATE THIS NEW ATTENDANCE AND PAYMENT PLAN?

A: On many days, we have found that we are able to accommodate additional participants. We have also found that there are families that do not necessarily need guaranteed dates & times. To meet this need, we blended the two together to allow for an affordable & flexible attendance & payment option.

Q: IS THIS PLAN FOR YOU?

A: Yes: If you have a flexible schedule, you don't need a guaranteed spot & you are able to book your loved one's attendance 24-72 hours in advance online, this plan is for you.

A: No: If you need a guaranteed date & time for your loved one to attend & you do not want to have to book attendance 24-72 hours in advance each time, this plan is not for you.

A: Not sure: Speak to our Enrollment Directors to find out if this plan is the best choice for you & your family.

Q: IS THERE A LIMIT TO THE NUMBER OF DAYS MY LOVED ONE CAN ATTEND IF I CHOOSE THIS PLAN?

A: No. As long as there is a spot available, your loved one may attend as many times per month as you would like.

Q: CAN I JUST SHOW UP OR DOES MY LOVED ONE HAVE TO BE EVALUATED & ENROLLED FIRST?

A: All participants that attend the Glenner Centers are evaluated for appropriateness for our program regardless of their scheduling & payment option. Once your loved one is assessed & enrolled in our program, you can decide then which attendance & payment plan works best for you. If you choose the Value FLEX Plan™, once your loved one is approved, you simply get online, see which timeslots are available & sign up.

Q: HOW DO I SIGN UP?

A: To book your loved one's days of attendance, visit: www.glenner.simplybook.me

Q: WHAT IF MY LOVED ONE IS ALREADY ENROLLED AT ONE OF THE GLENNER CENTERS? CAN WE TAKE ADVANTAGE OF THIS NEW ATTENDANCE & PAYMENT PLAN?

A: Yes. If your loved one already attends one of the Glenner Centers, you may enroll in the Value FLEX Plan™ starting on the 1st of the next calendar month & will be subject to the guidelines of the new plan.

Q: DO YOU REQUIRE A LONG-TERM CONTRACT?

A: No. Services are paid on a monthly basis. You are not required to sign a long-term contract.

Q: HOW MUCH DOES THE Value FLEX Plan™ COST?

A: The Value FLEX Plan™ is available on a private pay basis for just \$995 per month. If your loved one attends 5 times per week, this equates to \$47.38/day or \$5.57/hr.

Q: CAN MY LOVED ONE ATTEND ANY OF THE GLENNER CENTERS IF WE ENROLL IN THIS PAYMENT PLAN?

A: No. Your loved one may only attend the center in which he/she is enrolled.

Q: AM I ABLE TO CANCEL MY ENROLLMENT IN THIS PLAN MID-WAY THROUGH THE MONTH?

A: Enrollment in the Value FLEX Plan™ allows you the opportunity to have your loved one attend our center as many times per month as you would like at a flat rate.* In order to offer this unique program at such an affordable rate, we are unable to provide refunds mid-way through the month. That said, we also understand that things happen. Should you find yourself in a situation where you are unable to continue with this attendance & payment plan mid-way through the month, we are open to evaluating your situation on a case-by-case basis. Please contact your Program Director to discuss.

**Subject to availability.*