

# The Intermountain Healthcare EMPLOYEE DISCOUNT PROGRAM FREQUENTLY ASKED QUESTIONS



## FAQ's FROM PARTICIPATING MERCHANTS

### **Q: Is there a cost to join the Intermountain Healthcare Employee Discount Program as a participating merchant?**

- No. Intermountain Healthcare provides this program free to merchants as a benefit for our employees.

### **Q: When will my business' discount expire?**

- There is no expiration date for ongoing discounts. Merchants will set the expiration dates for any special promotions or seasonal discounts. Merchants may choose to update or discontinue discounts at any time by sending an email to [discountprogram@imail.org](mailto:discountprogram@imail.org). The discount program administrator will confirm your discount annually via email. This email reminder provides an excellent opportunity to review your discount and make any changes.

### **Q: Can I add coupons or information for my business' discount with Intermountain's payroll?**

- No. All discounts are administered through the Employee Discount website, employee newsletter articles, and monthly email communications.

### **Q: Can I post or distribute flyers around the hospital/facility?**

- No. Direct solicitation is not allowed. However, electronic flyers and coupons are accepted. Merchants may email electronic flyers or coupons for special promotions to [discountprogram@imail.org](mailto:discountprogram@imail.org). Flyers and coupons will be posted on the Employee Discount website for employees to download.

### **Q: Is it possible to run an ongoing discount and a special promotion at the same time?**

- Yes. Merchants are encouraged to periodically run a special promotion or seasonal offer in addition to their regular ongoing discount. Special promotions and seasonal offers are advertised in the monthly automated email.

### **Q: Can franchise businesses join the Intermountain Employee Discount Program?**

- Yes. Merchants can choose which of their locations will participate. Please clearly identify participating locations in the discount description.

### **Q: Can I limit my business' discount to certain types of employees or to employees in a specific region?**

- No. Discounts must be made available to **all** Intermountain / SelectHealth employees, affiliated physicians, volunteers, retirees, and their immediate family members.