

An **INTEGRATED** Primary Health Approach to Virtual and In-Person Care

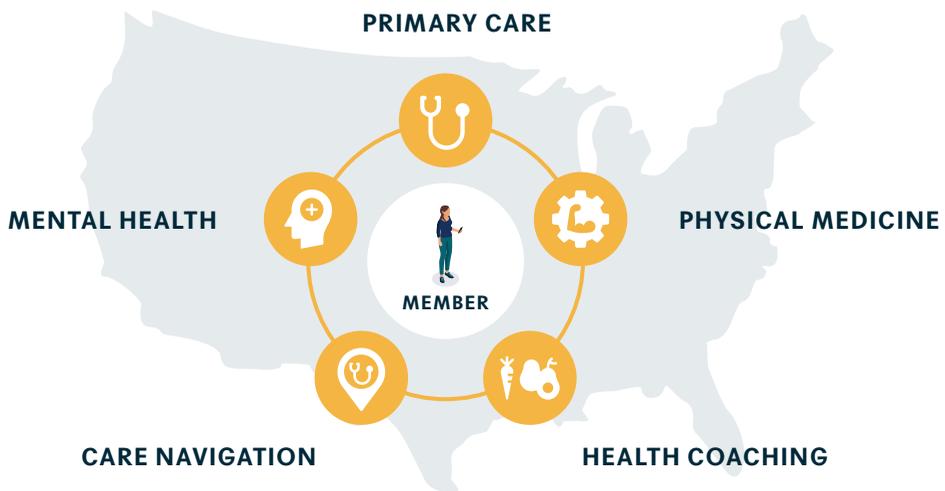


Healthcare As It Should Be

Crossover's Primary Health Model is transforming the way employers approach health and wellness benefits. Leading employers across the country have partnered with us for over a decade to give their employees a simplified, effective healthcare experience while improving outcomes and reducing the total cost of care.

We are able to do this through relationship-based care informed by data, better access through technology, and diverse care teams working as one. We bring in-person and virtual care together to make it easy for your employees to get care whenever and wherever they need us. **It's healthcare as it should be.**

Crossover Health saves employers up to **30%** of total employee healthcare costs.



NEARSITE

ONSITE

VIRTUAL

It's important to offer more than primary care: More than 50% of individuals who use our care start with primary care, but 20% start with physical medicine, 15% start with mental health, and the remainder start from other service lines.

Surround Sound Care

We are committed to providing your employees access to the same, quality healthcare—from providers they know and trust—no matter where they live, work, or where life takes them. Our whole-health, integrated approach to care includes primary care, mental health, physical medicine, health coaching, and care navigation. Our Primary Health Model allows you to offer healthcare access that works best for your employee population:



Physical Health Centers: We provide end-to-end design, build, and deployment of both onsite and nearsite employee health centers. Employees can receive in-person care from their individual care teams as needed, including in-house labs and other services. We can also offer optometry and acupuncture at certain locations, and can work with you to create a care offering that meets your employees' specific healthcare needs.



Virtual Integrated Care: Every employee gets complete access to an integrated care team that engages digitally for more reach, less cost, and quick access. Care can be accessed through asynchronous messaging with the care team or via scheduled video appointments. Employees can be referred to community providers or a nearby Crossover Health center when in-person care is needed.



With a single solution, your employees will benefit from a streamlined care experience that will improve engagement and outcomes. You can avoid multiple contracts, different fee schedules, varied performance tracking and reporting, and the added challenge of having to piece together the complete picture of your employees' overall health and company ROI.



Primary Care

Crossover providers, health professionals, and Care Navigators work for us exclusively and collaborate as a team to treat, assist, and empower your employees in all aspects of their health. Employees will work with the same group of doctors and providers every time they need them—and they’ll form long-term relationships that matter. We offer a full range of primary care services, including preventive care and screenings, diagnosis and treatment of acute and chronic conditions, and addressing social determinants of health.

While many “telehealth” solutions address ~30 simple conditions, our care teams can manage acute and chronic illness, routine check-ups, injuries and rehab, and mental health support. We can help your employees create and maintain sustainable changes for a healthy lifestyle.

66%

of members claim Crossover as their primary care “medical home.”



Care Navigation

Care Navigators are key care team members. From beginning to end, Crossover Care Navigators provide the support and guidance your employees need to obtain the best possible care, quickly and efficiently.

Care Navigators help members:

- Research care options, schedule appointments, and obtain test results
- Monitor insurance eligibility, coverage, and costs
- Coordinate with specialists and help find the right providers

Our Care Navigation Model provides employers with:

- Improved patient experience and satisfaction
- Integration with employer programs
- Ensured quality care at lower costs for employees and employers

86%

of members complete necessary specialty care when coordinated by Crossover Health Care Navigator



50%

less visits but the same—or better—clinical outcomes in physical medicine and mental health patients with Crossover vs. community providers.



Mental Health

Therapy is normalized for employees as part of our whole-body approach to overall good health. Our mental health therapists use integrated, evidence-based treatments that are easily accessible. Crossover clinical psychologists are qualified to diagnose and treat a wide range of conditions, from anxiety and depression to addiction and sleep issues.

Appointments may occur in-person or virtually to achieve treatment goals and to provide convenient access. These one-on-one sessions provide employees the tools, best practices, and ongoing support they need to feel better, work more effectively, and improve interpersonal relationships.

Physical Medicine

Crossover's Physical Medicine team uses technology and data to help identify the optimal care pathway for musculoskeletal conditions. Early interventions for treatment through rehabilitation services can reduce spending for healthcare, including decreased costs associated with imaging, surgery, and prescription medications. Our virtual physical therapy offering extends care to remote workers and can be used to treat a range of conditions efficiently and effectively.

Crossover Health's physical medicine model is designed to promote:

- Improved access to care, as well as member self-management, education, and adherence
- Early intervention and coordinated treatment
- Better patient outcomes and a lower total cost of care

Health Coaching, Wellness, and Fitness

Crossover Health Coaches are experts who specialize in everyday health and wellbeing techniques proven to get positive and lasting results. In addition to ongoing engagement with an individual Health Coach, employees have access to online health and wellness resources to help them take care of themselves. The online experience includes articles featuring expert insights, and interactive tools such as fitness assessments, group classes, and affordable personal training.

2-4x

faster access to care and less referrals to high-cost specialists like orthopedic surgeons and cardiologists.



Are you interested in bringing a better in-person and virtual healthcare experience to your employees through an integrated primary health model? Consider **Crossover Health.**

Visit partners.crossoverhealth.com or contact our sales team at sales@crossoverhealth.com to learn more.