

General

1. What is Primary Care+?

Primary Care+ gives Boeing employees and their covered family members convenient access to additional high-quality comprehensive health care. Participating clinics must meet a demonstrated high standard of care, with a commitment to delivering an exceptional patient experience.

2. Who is eligible for Primary Care+ in Puget Sound?

You are eligible if you are enrolled in a Boeing-sponsored health care plan administered by Blue Cross and Blue Shield of Illinois (including Embright Preferred Partnership Plan options), you reside in Washington state, and you are a(n):

- Nonunion employee or early retiree
- Employee or early retiree represented by unions* that align with nonunion medical benefits:
 - IUOE Local 302 Power Plant
 - IAFF Local I-66 WA
 - SPFPA Local 2 and 5

If you are eligible, your covered spouse or domestic partner and covered dependents who reside in Washington state are also eligible.

*Union-represented employee eligibility is dependent on the terms of the applicable collective bargaining agreement.

3. What makes Primary Care+ clinics different than other doctor's offices?

At Primary Care+ clinics, you can:

- **Access more services than at a typical doctor's office.** Services include primary care, physical therapy, mental health support, health coaching, lab tests and vaccines, and more – all in one place.
- **Get care at low or no cost.** Clinic visits and virtual care are free, or for Advantage+ Health Plan participants, provided at a low cost until your annual deductible is met.
 - Reaching the deductible is required by federal law for high-deductible health care plans with health savings accounts, like the Advantage+ Health Plan.
 - See the [Primary Care+ Services and Costs Chart](#) for details.
- **Connect with a provider for care virtually or in-person.** Same- or next-day virtual and in-person appointments are available.
- **Spend more time with the doctor, less time in the waiting room.**
- **Request a referral if you're looking for a specialist.** Care Navigators can assist in connecting you with top specialists, making it faster and easier to find a doctor that meets your specific needs and has availability.

4. What health care services are available at the Primary Care+ clinics?

Services include primary care, physical therapy, chiropractic care, mental health support, health coaching, lab tests and vaccines, and more.

5. How can I learn more about Primary Care+ clinic providers?

You can learn about your care team, which will consist of primary care doctors and nurses, mental health therapists, health coaches and more, online. Go to boeingprimarycare.com and access a clinic partner microsite for information about their providers and services.

6. Will Primary Care+ clinics replace my Boeing-sponsored health care plan option?

No, Primary Care+ clinics are simply additional health care providers available to you under your Boeing-sponsored health care coverage administered by Blue Cross and Blue Shield of Illinois. You can continue to use any providers available in your health care plan's network. There is no obligation to use a Primary Care+ clinic provider. The clinics can be used to complement your current health care experience.

7. How can Primary Care+ clinics help locate specialists outside the clinic?

A Care Navigator will identify a top local specialist in your Boeing-sponsored health care plan network and, if you are interested, help you make an appointment. This process creates a streamlined care experience, making it faster and easier to find a doctor that meets your specific needs and has availability.

How to Sign Up and Get Appointments

8. How do I sign up for Primary Care+?

Go to boeingprimarycare.com to access the clinic partner websites – Crossover Health or Vera Whole Health – to learn more and register for a member account. You need to enter your BEMSID to complete your registration.

9. Can I sign up for both Crossover Health and Vera Whole Health?

No, you can only register and seek care with one Primary Care+ clinic partner at a time – either Crossover Health or Vera Whole Health. You can switch to another Primary Care+ clinic partner at any time for any reason. Simply register on that clinic partner's website.

10. Can my spouse or domestic partner and dependents age 18 and older who are enrolled in my Boeing-sponsored health care plan sign up as well?

Yes. Your covered spouse or domestic partner and dependents age 18 and older are eligible to sign up by going to boeingprimarycare.com and accessing the clinic partner website to register for a member account. They will need to enter your BEMSID to register.

11. Do the clinics offer pediatric care?

Select Vera Whole Health clinic locations have pediatric sick and acute care for ages 3+ available. Information can be found on the Vera Whole Health website.

12. Can I sign up for a different clinic partner than my covered dependent?

Yes, each eligible member of your family (age 18 or older) can choose the clinic partner – Crossover Health or Vera Whole Health – that best meets their needs.

13. If I don't live near a clinic, can I still register with a Primary Care+ partner clinic and use virtual care services?

While many services and care support can be received virtually, including video visits and messaging with the care team, please keep in mind that if in-person care is needed, you may need to drive to the Primary Care+ clinic. You can review other options with the care team.