

## General

### 1. What is Primary Care+?

Primary Care+ are clinics that offer Boeing employees and their covered family members convenient access to 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 the St. Louis area?

You are eligible if you are enrolled in a Boeing-sponsored medical plan option and you are a(n):

- Nonunion employee or early retiree
- Employee represented by a union that contractually aligns to nonunion medical benefits (inclusive of IAFF I-66, IBEW 1 and IBT6 in St. Louis), including an early retiree represented at retirement\*
- IAM 837-represented employee, including an early retiree represented at retirement\*

If you are eligible, your covered spouse or domestic partner and covered dependents (ages 18+) 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 offices?

At Primary Care+ clinics, you can:

- **Get great care.** Primary Care+ clinics provide a wide range of primary care services, including mental health support, health coaching, physical therapy, select chiropractic care and select lab services – 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 you meet your annual deductible.
  - See the [Primary Care+ Cost of Care Chart](#) for details.
- **Connect with a provider for virtual or in-person care.** Same- or next-day virtual and in-person appointments are available.
- **Spend more time with the provider, 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?**

The clinics provide primary care services, including mental health support, health coaching, physical therapy, select chiropractic care and select lab services – all in one place.

#### **5. Why is there a cost for services if I'm enrolled in the Advantage+ health plan (high-deductible health plan)?**

Federal law required members in high-deductible health plans (with access to tax advantaged health savings accounts) like the Advantage+ health plan option to pay the full cost for non-preventive medical services until their annual deductible is met.

#### **6. How can I learn more about Primary Care+ clinic providers in the St. Louis area?**

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](http://boeingprimarycare.com) and access Crossover Health's partner website for information about their providers and services.

#### **7. Do Primary Care+ clinics replace my Boeing-sponsored medical plan option?**

No, Primary Care+ clinics are simply additional health care providers available to you under your Boeing-sponsored medical plan option. You can continue to use any providers available in your medical plan option'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.

#### **8. What is the difference between the types of primary care providers in a clinic? Shouldn't I always be treated by a doctor?**

There are many types of providers who are highly qualified to deliver primary care. The most familiar are the Medical Doctor (MD) and Doctor of Osteopathy (DO). Over the past decade, however, there have been significant advances in education and hands-on training that have resulted in new classifications of primary care providers, such as Nurse Practitioners (NPs) and Physician Assistants (PAs). These individuals are highly educated, trained using standardized curriculum, and have established competencies for licensing and/or board certification to practice comprehensive primary care. All clinic providers meet daily to review patient care needs and protocols, in addition to meeting continuing education requirements of their licensure.

## How to Sign Up and Get Appointments

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

A Care Navigator will identify a top local specialist in your Boeing-sponsored medical plan option's 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.

### 10. How do I sign up for Primary Care+?

Go to [boeingprimarycare.com](http://boeingprimarycare.com) to access Crossover Health's clinic partner website to learn more and create your patient account. You will need to enter your BEMSID to establish your patient account. This will give you access to the clinic portal to view scheduling and provider options.

### 11. Can my spouse or domestic partner and dependents age 18 and older who are enrolled in my Boeing-sponsored medical plan option 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](http://boeingprimarycare.com) and accessing Crossover Health's clinic partner website to establish their patient account. They will need to enter your BEMSID to activate the account.

### 12. Does the clinic offer pediatric care?

Crossover Health does not currently offer pediatric care.

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

While many services 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.