

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 San Antonio area?

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

- Nonunion employee or early retiree

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

For dental care, your dental insurance benefits apply for you and your covered spouse or domestic partner and dependents (ages 3+). If you are enrolled in a Boeing-sponsored dental plan, Onsite Dental is an in-network provider.

3. I am not enrolled in a Boeing-sponsored plan. Can I still use the Primary Care+ clinic?

You will not be able to use the clinic for medical care at this time.

You will be able to use the clinic for dental care. You will need to confirm your dental insurance benefits with the clinic. If you don't have dental insurance, the clinic offers self-pay options.

4. 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 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.

5. What medical services are available at the Primary Care+ clinic?

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

6. What dental services are available at the Primary Care+ clinic?

The clinic provides full-service dental care, including routine cleanings, exams, fillings, crowns, and more.

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

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

8. How can I learn more about Primary Care+ clinic providers in the San Antonio 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 and access Crossover Health's partner website for information about their providers and services.

9. 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.

10. 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

11. 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.

12. How do I sign up for appointments at the clinic?

For medical care, go to 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.

For dental care, go to onsitedental.com/company/boeing to access Onsite Dental's scheduling system.

13. 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 and accessing Crossover Health's clinic partner website to establish their patient account. They will need to enter your BEMSID to activate the account.

14. Does the clinic offer pediatric care?

For medical appointments, the clinic does not offer ongoing well-child pediatric care. The pediatric care available at the clinic will be limited to urgent care for patients ages 3+ and adolescent sports physicals for patients ages 12+. For these appointments, you will need to call the clinic direct at (210) 830-1299 for support with registration and scheduling.

For dental care, appointments are available for patients ages 3+.

15. 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 medical 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.