VitellaCare

Managed by ⬭ crossover

QUICK START GUIDE

VitellaCare℠
Managed by ● crossover

Getting started
A guide for members

Contents

Sign up for your account now.

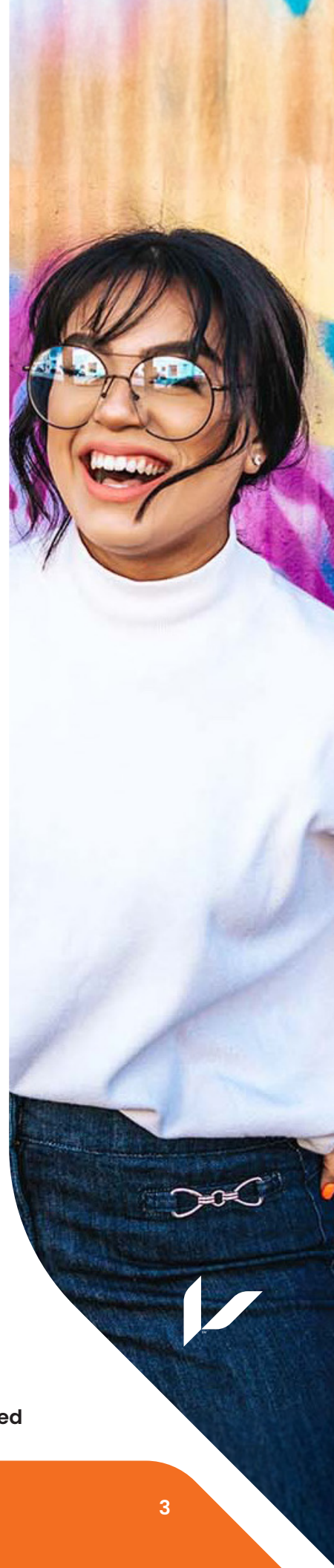**Scan the QR code or visit: vitellacare.com/getstarted**

Welcome

Welcome to VitellaCare, managed by Crossover.

At VitellaCare, getting care is easy and within your control by providing predictable costs bundled in one visit. VitellaCare centers focus on holistic, preventive healthcare and offer same-day or next-day appointments, virtual visit options, and an easy-to-use app from Crossover Health for convenient care. And with predictable costs, you can have less stress and focus on living your healthiest life. Your dedicated care team includes primary care providers, mental health providers, and a care navigator who will work together to address your entire well-being.

You get access to wellness check-ups, mental health services, and lab work all in one place, and all managed by your trusted care team. If specialty care is needed, our care navigators will recommend an in-network provider or facility, make your appointment, help with records transfers, and more.

VitellaCare is managed by Crossover. Their convenient app allows you to easily make appointments at our health centers, message with your care team providers, manage your prescriptions, view your care history, and more. Download the Crossover Health app and sign up for your account to start your VitellaCare experience.
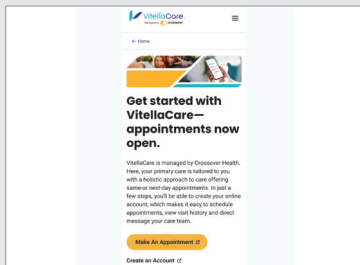
From your VitellaCare team

Sign up for your account now.

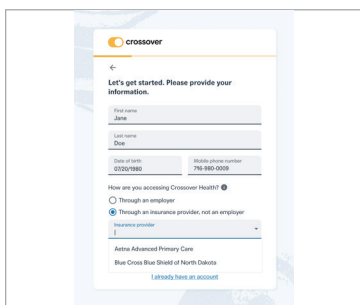Scan the QR code or visit: vitellacare.com/getstarted

Experience VitellaCare by activating your crossover account
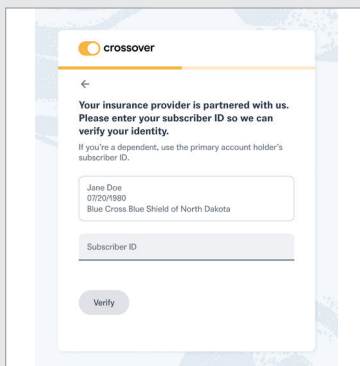
STEP 1

Let's get started:

- Go to vitellacare.com/getstarted
- Or scan the QR code
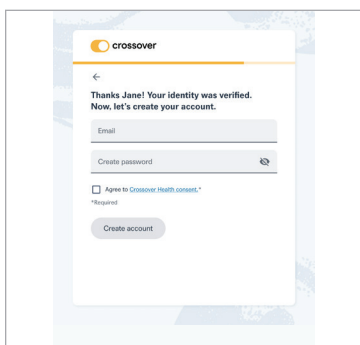
STEP 2

Enter your:

- Legal first and last name
- Date of birth
- Mobile phone number
- Insurance provider: Blue Cross Blue Shield of North Dakota

STEP 3

Verify your identity:

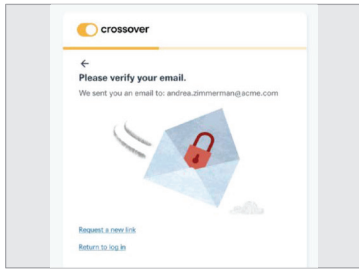- Enter your BCBSND member ID including the alpha prefix

STEP 4

Create your account:

- Enter your personal email
- Create password
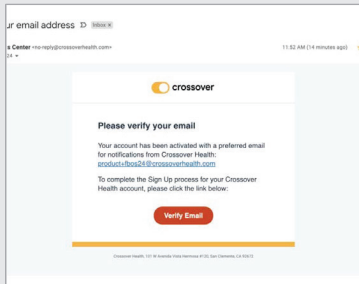- Review and agree to Crossover consent

How to activate your Crossover account *(cont.)*

STEP 5

Verify your account:

- Once you see this screen, it's time to check your personal email

STEP 6

Almost done:

- Open the verification email and click the "Verify Email" button to confirm

Note: The email link will expire in two hours
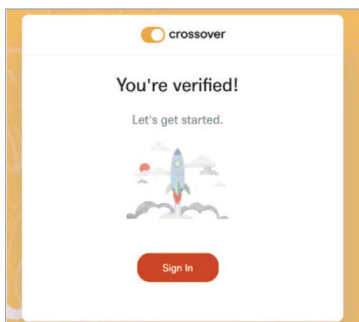
STEP 7

You're verified!

- Click the "Sign In" button to get started
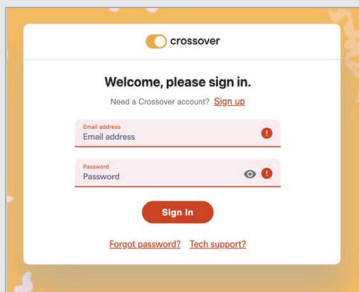
STEP 8

Sign in to your account:

- Enter your personal email and the password you created in Step 4

STEP 9

Well done. Your account is now activated.
You can connect with your care team in these ways:

- Schedule an in person or virtual visit
- Send a direct message to your provider or care team

Your dependents

Did you know your dependents ages 3 and up are also eligible to access care from VitellaCare?
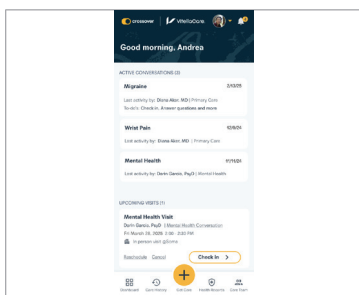
All dependents ages 3 and up on an eligible member's insurance plan are able to access in-person or virtual care from VitellaCare, including primary care, mental health, and care navigation.

Minor or teen dependents can be linked to your account so you can book appointments, view past visit history, and check in. Once you are registered in the Crossover Health app, you can register your minor dependent in the dependents tab.

Once your dependent reaches the age of consent (age 12 in North Dakota) under medical privacy laws, they gain the right to access and manage their medical records. To continue to manage and access your dependent's account, you can request proxy access.

Primary care services

Whatever concerns you may have about your health or well-being, your primary care provider will take the lead. Your VitellaCare providers and clinical staff work together—which means we can easily collaborate as a team. We offer a full range of primary care services, from preventive care and screenings to sick visits, community resources, and the treatment of minor injuries.

Primary care can be done in person or virtually, and at VitellaCare, we let you choose. Our providers are trained to use our secure member technology to send messages back and forth with you. And, they can pull any other team member into that conversation. For the times you need or prefer to be in person for care, those appointments can be scheduled, too. Whatever works best for you is what we'll do.

VitellaCare providers bring a diverse breadth of experience to our coordinated care teams. We are dedicated to providing quality care to our members while developing an impactful relationship with them—for chronic and acute conditions alike. Your provider will work to determine the root cause of chronic illness and strive for disease prevention, tuning in to how a patient's lifestyle and environment can impact their well-being. They will also coordinate with other VitellaCare providers to collaborate on your mental health, vision, and nutrition or fitness plans, as well as give any necessary referrals to high-quality specialty care in your community.

Our comprehensive services include:

- ✓ Urgent/acute care
- ✓ Preventive examinations
- ✓ Pediatric wellness
- ✓ Prescriptions
- ✓ Chronic illness management
- ✓ Lab work
- ✓ Patient education
- ✓ Pediatric sports physicals

Mental health services

If there are times when you feel sad, anxious, or depressed, you're not alone. It's important to talk about life's challenges when you start to feel overwhelmed or when they begin to disrupt your life.

Our mental health providers—psychologists and therapists—are qualified to treat a wide range of conditions and disorders that affect emotional well-being. Through therapy you can get ongoing support and learn coping skills that help you feel better, regain control, or just make sense of it all.

If you are going through any of the following things, VitellaCare can help:

- ✓ Anxiety
- ✓ Chronic pain
- ✓ Depression
- ✓ Sleep
- ✓ Grief
- ✓ LGBTQ+ health
- ✓ Trauma
- ✓ Relationships
- ✓ ADHD

Sign up for your account now.

Scan the QR code or visit: vitellacare.com/getstarted

Mental health services FAQ

I already get therapy somewhere else. Can I still come to VitellaCare?

We suggest having one therapist at a time, but we can help you decide who you would like to continue with.

What happens during the first visit?

You and a therapist will talk about what is bothering you. Together, you'll decide the best plan of action for your treatment.

If I start therapy, how long will treatment last?

It depends. You and your therapist will make a plan and set goals for you to reach. We want to help you learn ways to cope on your own (without therapy).

How can I track my progress in treatment?

We use a tool called Lucet to measure how you're doing. Your therapist will work with you to make sure you're doing well and moving forward.

I want to switch my therapist at VitellaCare. Can I see someone else?

Yes. Your therapist wants to help you, but they also want to know if they aren't being helpful. If you talk to your therapist about your concerns and it helps, great. If you still want a new therapist, we can help make an appointment with someone else.

Does my primary care provider know I am seeing a mental health provider?

Yes. At VitellaCare we work together as a team. We want you to have the best support and care possible. That's why our providers work closely with your medical care team.

If I get insurance through work, will my employer or manager know I'm in therapy?

No. VitellaCare follows federal privacy and security laws. We will not share your health details with your manager or company.

Sign up for your account now.

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Care navigation

Help at every step

Navigating healthcare can be complex at times. If you need care outside of VitellaCare, our care navigators can assist you in the process. They can help explain insurance paperwork or billing, help you find lab facilities or book a specialist appointment. Care navigators know how the system works and can help you every step of the way.

Care navigation is built into our care model for all our members. If your VitellaCare provider recommends an appointment outside of our scope—like an X-ray, a dermatology visit, or a sleep study—care navigators can guide you through the steps from start to finish.

Here are a few of our care navigation services:

- ✓ Specialist referrals, setting appointments, records transfer, follow-up

- ✓ Insurance eligibility, coverage, and deductible assistance

- ✓ Healthcare paperwork management

- ✓ Labs and imaging coordination

- ✓ Preventive care and immunization up-to-date status

- ✓ Member support

- ✓ Referrals to community resources to address social drivers of health. Examples include assisting with food, housing, and financial insecurity resources

- ✓ Referrals to your employer benefits and employee assistance programs, such as support for child care, legal assistance, diabetes, and cancer resources if they are provided by your employer

Sign up for your account now.

Scan the QR code or visit: vitellacare.com/getstarted

vitellacare.com

A devoted care team is just a swipe away.

Download the Crossover Health app to access VitellaCare.

Get started by signing up on the Crossover Health app to make your first VitellaCare appointment. Then, use the app to check in before appointments, view your visit history, or reach your care team on the go. Stay up to date on your health from wherever you are.

Search "Crossover Health" in the Apple Store or Google Play and download the app today.

Available on the **App Store**

GET IT ON **Google Play**
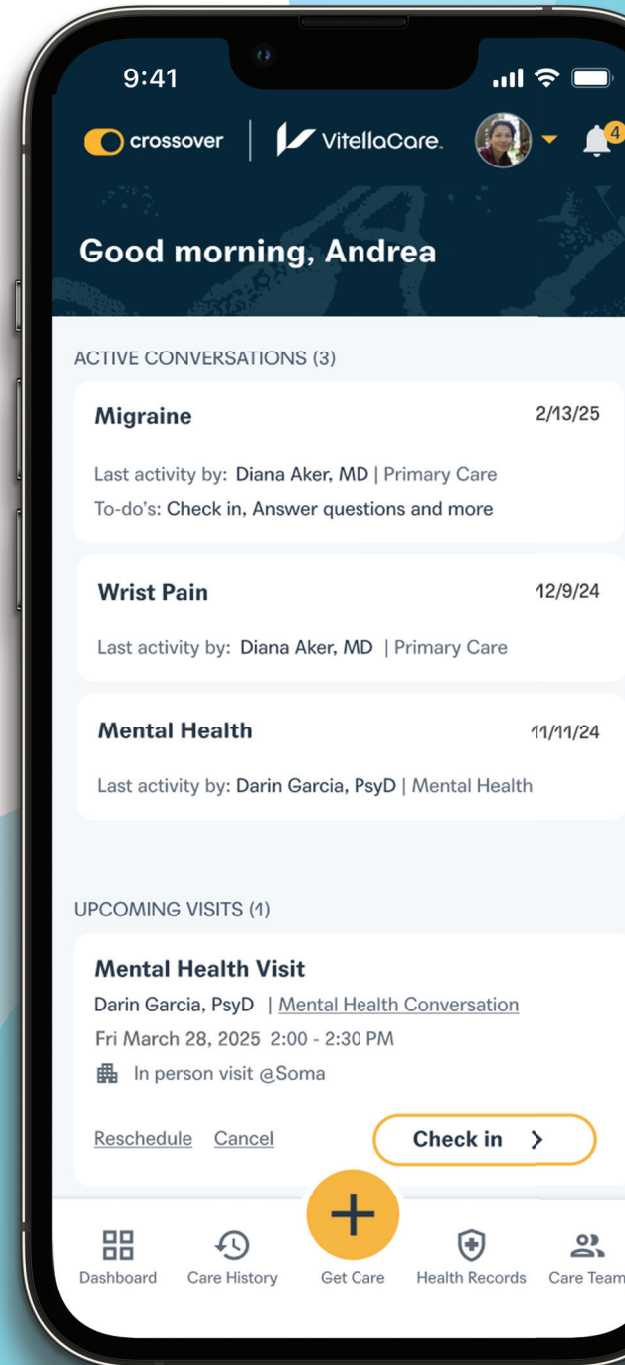
General questions

Who is eligible to receive VitellaCare services?

All employees and their dependents age 3+ on a Blue Cross Blue Shield of North Dakota (BCBSND) eligible health plan are able to receive services from VitellaCare, managed by Crossover.

How does VitellaCare access work?

As a Blue Cross Blue Shield of North Dakota member on an eligible health plan, you will have direct access to a dedicated, coordinated team of providers and care navigators, as well as the option to be seen in person or virtually for primary care. VitellaCare is a one-stop shop that offers same-day or next-day appointments, virtual visit options, and an easy-to-use app, making your healthcare experience easy and stress free. Providers build a trusted relationship with you by listening and making sure you feel heard and valued. You'll leave your appointments with a clear plan and a sense of calm. VitellaCare, managed by Crossover, supports holistic care over the traditional fee-for-service model and is committed to simple pricing and billing.

How can VitellaCare help simplify the process of managing my healthcare?

With VitellaCare, managed by Crossover, you get the same care team every time you need care, and all of your providers work together to help you get and stay healthy. You have access to both in-person and virtual care and a care navigator who will personally guide you when you need to access care outside of VitellaCare. They will find specialists in your community, coordinate your visits, arrange tests and lab work, and make sure your records are transferred back to VitellaCare. They'll also follow up afterward to make sure you had a positive experience and to answer questions. Get started—anytime and anywhere. Simply sign in to your VitellaCare account and send a message to your care team.

Hours of operation?

The care team responds to messages between 8 a.m. to 5 p.m. (CT) Monday - Friday. The typical response time is between 1-2 hours.

How do I contact the care team for urgent care needs outside of 8 a.m. to 5 p.m.?

If you are experiencing a medical emergency, please call 9-1-1 or visit the closest emergency department.

Accessing care

How do I access care?

Activate or sign in to your account at vitellacare.com. You can access care through messaging or by scheduling visits.

Can I keep seeing my current provider?

Yes. The choice is yours. You are not required to switch your primary provider to use VitellaCare services, and you don't need a referral to see our care providers. In fact, you can use VitellaCare in conjunction with your current physician to best meet your health needs.

Can I get medication prescribed during my visit directly from the VitellaCare health centers?

It depends. VitellaCare health centers can dispense some types of medication at the time of your visit. Standard copays for the medication will apply. If the medication you are prescribed is not carried in the health center, someone from your care team can send the prescription electronically to the pharmacy of your choice.

Does VitellaCare have a mobile app I can use to access care?

Yes. All VitellaCare patients (including eligible dependents) can download and use the Crossover Health app from the Apple Store or Google Play. Use the same username and password on the Crossover Health app that you use to sign in to your Crossover account on the website.

Note for iPhone users:

You need the latest version of iOS installed and running on your iPhone, as pending iOS updates might prevent the app from opening.

Everything you can do on the website can also be done on the Crossover Health app. With the app, you are able to opt in to receive real-time notifications from your care team and reminders to check in for appointments. You can use a secure facial- or fingerprint-recognition biometric sign-in. Once you're signed in, you can easily check your account, send and read messages, view your appointment and health history, and more.

Sign up for your account now.

Scan the QR code or visit: vitellacare.com/getstarted

Insurance & paying for care

How much does a VitellaCare visit cost?

How much a visit costs depends on your benefit design and insurance. Typically, a visit will include a nominal copay, deductible, or coinsurance payment. Please visit the member fee schedule to review current medical plan coverage and costs.

What form of payment is accepted?

We accept credit cards and debit cards. Please note, we do not accept cash payments.

Privacy & security

Will my employer have access to my personal health information?

No. Your personal health information is protected by federal privacy and security regulations. VitellaCare, managed by Crossover, complies with HITRUST to protect personal health information, following standards for privacy, security, and network architecture. As a separate medical group, VitellaCare does not share identifiable health information with your employer. Any violation of this privacy policy by your employer or any other person is a clear violation of HIPAA legislation and carries significant legal and financial consequences.

How do I share information with providers outside VitellaCare?

The health information saved in VitellaCare's electronic health record (EHR) is accessible through various secure export standards that are utilized throughout the health industry. The EHR used by VitellaCare takes advantage of the Continuity of Care Record (CCR) format. This is accessible upon request and within your online account.
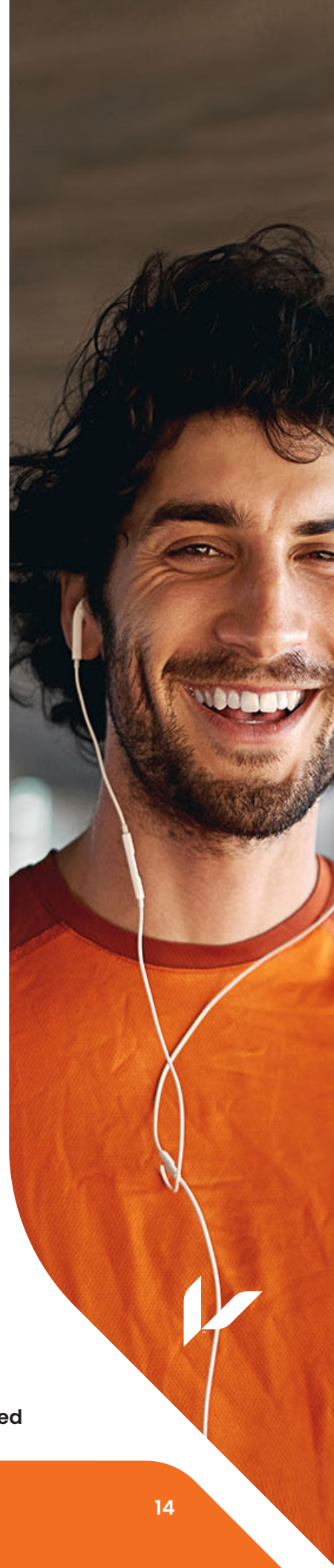
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Your team.
Your health.
Your way.

VitellaCare, managed by Crossover, is a complete approach to well-being that's built around you. Here, healthcare is convenient, simple to navigate, and personalized to meet your needs.

One simple place to go

At VitellaCare, your well-being is about more than your physical health. That's why we bring providers and specialists from all disciplines together. Whether you receive care virtually, in person, or a combination of both, you get the same quality of care—and the same care team—every time. Your team's collaboration combines with your input to create whole body health.

- Primary care
- Mental health
- Care navigation
- Annual physicals
- Lab work
- Pharmacy consultation

The care you need, when you need it

ACCESSIBLE

In-person and virtual visits are available to members with Blue Cross Blue Shield of North Dakota eligible health plans.

AFFORDABLE

In-network providers that work with your health insurance to provide the best value.

Get started. Sign up and access care today. Visit **vitellacare.com** or scan this QR code to sign up.