

**Your team. Your health. Your way.**

VitellaCare advanced primary care centers, managed by Crossover, offer a primary healthcare experience that's easy and within the patient's control.

We've heard patients want healthcare that is easy, understandable, and provides good value. We answered with an enhanced approach that helps address these concerns.

## The VitellaCare difference



### Preventive, proactive approach

VitellaCare focuses on keeping patients healthy before problems start or get worse.

### Easy and stress free

We're a one-stop shop that offers next-day or same-day appointments, virtual visit options, and an easy-to-use app for convenient care.



### No rush

Providers build trusted relationships with their patients. They make sure patients feel heard and valued and have a clear plan in mind.

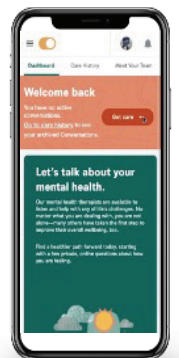
### No surprise fees

VitellaCare is committed to simple pricing and billing. Patients can expect predictable fees to ensure consistent costs.



## Care centered on you

We believe each person's health journey requires a personalized plan and plenty of support. Our primary care teams, including both medical and mental health providers, work together on-site to offer custom preventive and proactive health management.



## Virtual or in-person access

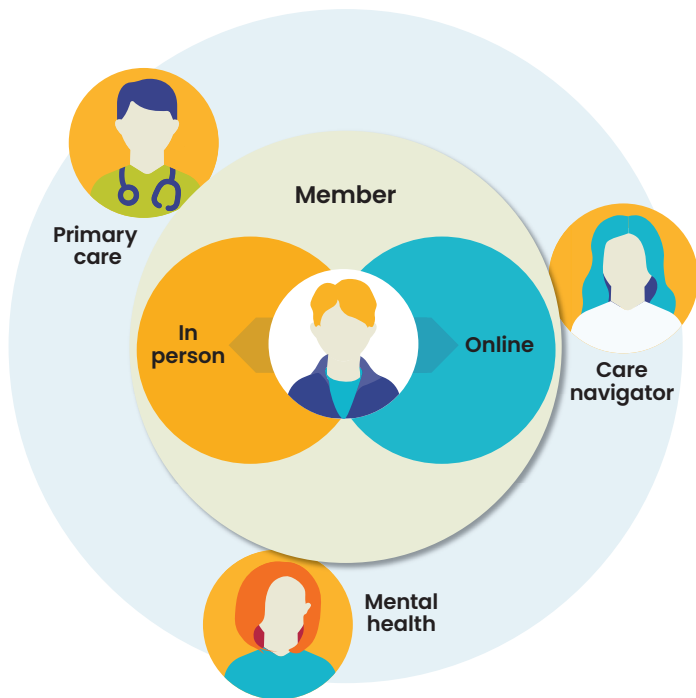
Care when you need it, delivered the way you want it—virtual and in person.



## The care team

### In person and virtual

Patients are surrounded by a familiar group of providers.



- When using virtual care, patients have access to a pool of providers
- Integrated care team with advanced primary care model
- Care model built on ongoing relationships which allows care to be managed effectively over time
- Designated care teams to provide continuity of care and to be accountable for your health
- Virtual access to the same VitellaCare team in North Dakota

*Virtual care options are available for patients who are physically residing in Minnesota (MN) or North Dakota (ND) at the time of the virtual visit.*

## Types of primary care visits available

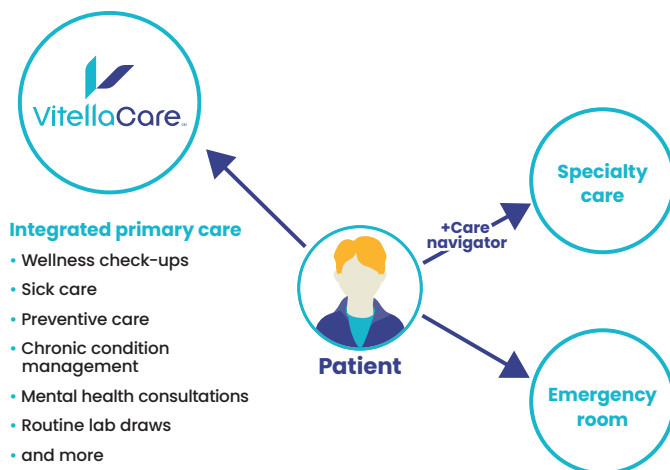
### Integrated primary care—virtual or in person

- ✓ Annual wellness exams
- ✓ Chronic condition management
- ✓ Sick care
- ✓ Mental health consultations
- ✓ Preventive care
- ✓ and more

## When patients need a specialist

When patients need care outside a VitellaCare center, there's a smooth transition to a partner health network.

- Care navigators will help patients set up care
- Care navigators can also help patients when traveling
- If patients experience severe or life-threatening symptoms that require immediate medical attention, they would go to a local hospital emergency room



## About VitellaCare

HealthyDakota Mutual Holdings and Crossover have partnered to create VitellaCare advanced primary care centers in North Dakota. VitellaCare offers easy and personalized advanced primary care services, including primary care, mental health, pharmacy consultation, and care navigation. VitellaCare can be accessed by Blue Cross Blue Shield of North Dakota members on eligible plans.