

# PRIMARY CARE

Whatever concerns you may have about your health or wellbeing, your primary care doctor will take the lead. Your Crossover doctors and clinical providers 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 doesn't have to be only in an exam room or just online—because at Crossover, we do both. Our doctors 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.

Crossover doctors and nurses bring a diverse breadth of experience to our integrative 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 doctor will work to determine the root cause of chronic illness and strive for disease prevention, tuning into how a patient's lifestyle and environment can impact their wellbeing. They will also coordinate with other Crossover 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
- ✓ Women's Health/Family Planning
- ✓ Prescriptions
- ✓ Chronic Illness Management
- ✓ Phlebotomy
- ✓ Patient Education

Start a conversation, make an appointment or activate your membership at: **crossoverhealth.com**



# WHAT IS PHYSICAL MEDICINE?

Pain is your body's way of telling you something needs attention. We're listening and you should be, too. At Crossover, physical therapists and chiropractors are the musculoskeletal experts on your care team. These Physical Medicine providers are able to identify the source of symptoms, alleviate back and joint pain, restore mobility, and improve strength so you can get back to doing the things that matter most.

Whether it's tightness in your neck, stiffness in your joints, or a sports-related injury, your Physical Medicine team is ready to help you see and feel improvement in just a few weeks. Our movement-based approach also requires less diagnostic imaging, less prescription medications, and fewer surgeries.

We know that painful symptoms can impact your life on a daily basis, so we work with you to identify the reason for the symptoms and develop a plan that works for you. We'll give you tools and knowledge and guide you through the process towards a positive outcome.

**Choose from either virtual or in-person visits—appointments are 30, 45, or 60 minutes and can help with:**

- ✓ Headaches and jaw pain
- ✓ Low back, neck, or other spine pain
- ✓ Arthritis/joint pain
- ✓ Weakness/muscle aches
- ✓ Dizziness/balance trouble
- ✓ Abdominal/pelvic floor concerns
- ✓ Nerve pain (sharp, shooting, or altered sensation)
- ✓ Post-operative rehabilitation

**Our evidence-based approach includes:**

- ✓ Movement-based assessment
- ✓ Hands-on treatment/manual therapy
- ✓ Flexibility and balance training
- ✓ Exercise progressions
- ✓ Condition education and management
- ✓ Workplace ergonomics

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# 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, therapists, and social workers—are qualified to treat a wide range of conditions and disorders that affect emotional wellbeing. 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, Crossover can help:

- ✓ Anxiety
- ✓ Depression
- ✓ Grief
- ✓ Trauma
- ✓ ADHD
- ✓ Chronic Pain
- ✓ Sleep
- ✓ LGBTQ+ Health
- ✓ Relationships

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## Mental Health Services FAQs

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### **I already get therapy somewhere else. Can I still come to Crossover?**

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 Tridium 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 Crossover. 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 doctor know I am seeing a mental health provider?**

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

### **Will my employer or manager know I'm in therapy?**

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

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# WHAT IS HEALTH COACHING?

Staying committed to a healthy lifestyle all on your own isn't always easy. That's where your Crossover Health Coaches come in.

You might need help figuring out a special diet to manage diabetes. Maybe your stress levels are affecting your high blood pressure. Or you could have another health goal you aren't sure how to reach. Whatever you need, you'll benefit from the guidance and wisdom you get from your Health Coach.

Working with our Health Coaches can help you get positive, personalized results that last. Our Coaches are experts in motivation—they'll look at what drives you and the behaviors that can shape (or challenge) your progress. Then they'll help you set realistic goals and make sure you stay on track as you work together—at your own pace—to reach them.

## Your Health Coaches are:

- ✓ Nurses
- ✓ Dietitians
- ✓ Masters of Public Health
- ✓ Certified Health & Wellness Coaches

## Your Health Coaching sessions:

- ✓ Are unlimited
- ✓ Include short- and long-term goal-setting
- ✓ Are specific to your health goals

## Health Coaches support, inspire, and improve:

- ✓ Mood
- ✓ Energy + movement
- ✓ What and when you eat and drink
- ✓ Sleep
- ✓ Stress levels
- ✓ Positive behaviors
- ✓ Quitting tobacco
- ✓ Work-life balance
- ✓ Commitment to yourself
- ✓ Feeling strong
- ✓ Setting and meeting goals

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# CHIROPRACTIC CARE

## at Crossover Health

Crossover Chiropractors are the musculoskeletal experts on your care team. Whether you are suffering from a persistent problem or acute issue, they can determine what is causing your muscle, joint, or nerve pain and what to do about it. Our Chiropractors collaborate with you and your whole care team to address the source of your symptoms and get you back to enjoying the things that matter most.

### Who are our Chiropractors?

Every Crossover Chiropractor has graduated from fully accredited Doctor of Chiropractic (DC) degree programs, passed national board exams, and has active licenses in good standing in their states of practice. Additionally, each one of our Chiropractors have years of experience working within an interdisciplinary primary care team to evaluate, diagnose, and help those with musculoskeletal disorders. Many also carry advanced certifications and serve as thought-leaders in the healthcare field.

### What are the benefits of chiropractic care?

Experiencing pain can be worrying, frustrating, and impact your life on a daily basis. Our Chiropractors are here to answer your questions and guide you through the process of restoring your physical health. You'll come to understand what is causing your pain, what can be done to alleviate it, and how long it will take to feel better.

### What conditions do Chiropractors treat?

Crossover Chiropractors treat a wide range of conditions, including but not limited to:

- Neck Pain/Headaches
- Posture Problems
- Muscle and Joint Pain
- Sprains/Strains
- Spinal Stenosis
- Low Back/Hip Pain
- Sciatica
- Disc Herniations
- Sports Injuries

### How does chiropractic care work?

Many factors can influence pain. Therefore, our Chiropractors conduct a full history and movement-based examination to help determine the factors contributing to your specific experience. Then, through the use of skilled hands-on treatment and exercise progression, they will help you alleviate pain, restore mobility, improve posture, and increase strength.

Get started now.

Make an appointment at [crossoverhealth.com](https://crossoverhealth.com)



# ACUPUNCTURE

## At Crossover Health

### Who are our Acupuncturists?

Every Crossover Acupuncturist has undergone rigorous training at an accredited Acupuncture School and has earned either a Masters or a Doctorate degree in Traditional Chinese Medicine. All of our Acupuncturists are licensed in their state and most are also nationally certified. Each undergoes 50 hours of relevant continuing education every two years to stay on the cutting edge of the practice and to maintain their licensing.

### What are the benefits of acupuncture?

Acupuncture is part of Traditional Chinese Medicine, which has been practiced for over 3,500 years. Acupuncture involves the insertion of thin, sterile, one-time use needles into various pressure points in the body. The needles help restore balance in the body by stimulating the nervous system and creating an increase in circulation.

### What conditions does acupuncture treat?

Crossover Acupuncturists treat a wide range of conditions, including but not limited to:

- ✓ Back/Neck/Shoulder Pain
- ✓ Chronic Headache
- ✓ Knee Osteoarthritis
- ✓ Chemotherapy-induced Nausea
- ✓ Post-operative Pain and Nausea
- ✓ Digestive Issues
- ✓ Insomnia
- ✓ Anxiety
- ✓ Women's Health

### How does acupuncture work?

Our Acupuncturists recognize that many people have never experienced this type of treatment before, so we spend ample time explaining the process and keeping our patients safe and comfortable. In addition to acupuncture needling, our providers may also utilize other modalities during the treatment such as cupping, needling with electro-stim, gua sha (IASTM), medical massage (Tui Na), heat therapy (infrared), and ear seeds.

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# OPTOMETRY: A Healthy Focus

Crossover optometrists have earned a Doctor of Optometry (OD) and have a wealth of academic, medical training, and professional experience in eye health conditions. We offer personalized primary eye care to promote ocular wellness, quality of sight, and connection to overall health. Having eye specialists on our care teams means members have convenient access and faster treatment of common conditions including red eyes, sudden changes in vision, allergies, and more.

Our state-of-the-art equipment allows members to actively participate in the eye exam and see real time results. We encourage an active provider-member partnership—we work together in order to preserve the vision and ocular health of our members.

In addition to maintaining eye health, we are here to help with acute office visits. Members also have access to our locations with vision centers and on-staff opticians. Those locations offer over 500 designer frames and contact lenses for your prescriptions—one less appointment to make.

## We provide comprehensive exams that include:

- ✓ Color Vision and Stereopsis
- ✓ Visual Fields
- ✓ Refraction
- ✓ Intraocular Pressure
- ✓ Evaluation of Anterior and Posterior Segments
- ✓ Contact Lens Fittings
- ✓ Binocular Vision Testing
- ✓ Blue Light Effect Education and Prevention Consultations

## Our offerings include:

- ✓ Modern technology
- ✓ Comprehensive examinations
- ✓ Select medications dispensed onsite
- ✓ Interdisciplinary care teams for coordination of whole-body care
- ✓ Reduced cost of treatment
- ✓ Greater access and convenience

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# CARE NAVIGATION:

## Seamless, end-to-end care

The healthcare system is a complex one. It's common to feel overwhelmed by insurance paperwork, complicated billing, specialist appointments, and finding the right facilities for labs or imaging. If you need care outside of Crossover, your Care Navigator makes getting it simple, because they know how the system works and how to manage all of the moving parts.

We know that the easier it is to get care, the more inclined you'll be to follow through. That's why care navigation is built into our care model for all of our members. If your Crossover doctor or provider recommends an appointment outside of our scope—like an x-ray, a dermatology visit, or getting a sleep study—then your Care Navigator will 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 SDOH (social determinants 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.

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# FITNESS COACHING

## at Crossover Health

Crossover Health is committed to coming up with new ways to help you reach your full potential. And we want each individual to get there at the pace and intensity that fits their level of ability and motivation.

A fitness assessment and group classes are included in your Crossover membership. We also offer affordable personal training. Your fitness coach can safely help you strengthen your body, keep you moving, and feel better with each milestone you achieve.

### Who are our fitness coaches?

Every Crossover Fitness Coach is a Certified Functional Strength Coach (CFSC). This means you get truly customized coaching, proper demonstration of exercises, and real-time modifications to make the most of your session.

### What are the benefits of fitness coaching?

When you work with a Fitness Coach, you will exercise safely and get a personalized program created just for your needs. You'll work towards your health goals at your pace. Your coach will understand if you're new to exercise or healing from an injury. They'll work closely with your other providers to ensure you get the care and attention you deserve.

### What are the benefits of fitness coaching?

The best place to start is with a fitness assessment, which is a virtual appointment with a coach. Your coach learns about your exercise history, what you can do now, and what your goals are. From there, they are able to create a fitness plan just for you.

Once that is done, you have a few options. You can exercise using the plan on your own, take our free fitness classes, or sign up for affordable personal training:

**Free fitness classes:** Choose from a variety of on-demand or live virtual fitness classes. You can try different classes at your own pace and find your favorites. Lift weights in a resistance training class, get your heart pumping with interval training, or find your zen with yoga and stretching. No experience needed, just sign up and get moving.

**Affordable personal training:** Team up with a Fitness Coach for one-on-one training sessions. They will help you stick to your plan, encourage and support your progress, and celebrate with you when you see results. Sign up for one class or a whole package and feel the benefits yourself.

Get started now. Go to [fitness.crossoverhealth.com](https://fitness.crossoverhealth.com) and sign up for a fitness assessment, a class, or personal training.

