

Crossover is a Connected System of Health

Crossover is a digital-first, national medical group for self-insured employers that connects **every employee, in headquarters or in remote campuses**, to personalized, remarkable care while helping companies **take control of their healthcare spending**.

Digital-First Episodes of Care

Crossover's **Connected System of Health** uses communication channels that member patients use in their everyday life. This allows Crossover providers to communicate with members and monitor each **Episode of Care** throughout its resolution without requiring an office or virtual "visit."

- Members initiate care with an integrated care team, including **primary care, nursing, physical therapy, behavioral health, health coaching, care navigation**, and more, by creating an Episode of Care through our proprietary, secure platform.
- We then use the right communications and problem-solving tool at every stage for every Episode of Care. This may mean gathering symptoms via structured question sets, following up by secure messaging (including sending any relevant images), and occasionally using real-time video exam or phone calls when needed.
- Rather than pushing for members to book an appointment, our digital offering is designed to connect the member with the care they need as quickly as possible.
- Follow up then happens via the **most convenient and appropriate communication channel—continuously throughout the Episode of Care—through resolution**. In most cases, we can check in on someone without needing an in-person visit.
- Members work with **the same care team everytime** they need care, allowing them to build long-term, trusted relationships.

Member Satisfaction and Clinical Outcomes

- Crossover can provide care for upwards of **2,500 primary care, physical medicine and behavioral health issues** without an office visit and they are handled primarily by the member's same dedicated care team. This capability goes well beyond traditional telemedicine, which can only address 30 to 50 basic care issues through randomly assigned providers.
- Crossover's anytime, anywhere services have a **94 percent member satisfaction rate**, with nearly **70% of our patient members** adopting Crossover as their "Medical Home."
- Members have **50 percent fewer visits** for physical health and behavioral health with the **same or better clinical outcomes**.
- Our research has shown that Crossover behavioral health members were treated in **69 percent fewer visits, with significantly improved outcomes for those with depression or anxiety (from moderate to mild levels)** for highly engaged members.
- Members have two to four times **faster access** to care. This has been maintained with hundreds of thousands of member patients receiving care in Crossover's model.
- Crossover primary care members are **prescribed opioids roughly ten times less frequently** than the national average; excluding members with cancer.
- In 2020, Crossover's onsite, nearsite and virtual health centers will have completed nearly **two million visits** since the company's inception.

Helping Employers Gain Control of their Healthcare Spending

At the foundation of the Connected System of Health is **an outcomes-based model of care** and reimbursement that works outside of a traditional fee-for-service model—which is critical to delivering better health outcomes, a better member experience, and helping employers regain control of their healthcare spending. This also allows our Episode of Care model and proprietary, secure messaging platform to not depend on traditional “visits.”

Employers are seeing the results:

- An average of **30 percent savings** in healthcare spending (including Crossover costs);
- Employees use **urgent care 50 percent less** frequently and **imaging services 52 percent less** frequently;
- Employees are referred to high-cost specialists at rates **two to four times lower** than in the community at large.

Helping Employers Navigate the COVID-19 Pandemic

- Since the onset of the pandemic, Crossover providers have rapidly shifted **90 percent of interactions to virtual care**, expanded their **visit capacity by more than 15 percent**, and dramatically increased **member messaging by 40 percent**.
- To increase testing capabilities, Crossover quickly **launched four open-air testing sites** at locations in the Bay Area, Idaho, and Washington state.
- To advise on Return-to-Work strategies, Crossover developed a framework built on four foundational elements: **screening, evaluating, testing, and treating**.
- In addition to advising on Return-to-Work strategies, Crossover’s leaders have been hosting **regular webinars** for employer human resource and facility teams on the evolving COVID-19 outbreak as it affects service offerings, health center operations, physical facilities, and clinical policies.

- Crossover also launched a **COVID-19 Communications Center** to provide immediate access to extensive member resources on preventing, detecting, treating, and coping with the coronavirus.
- Crossover also offers **weekly webinars** on topics ranging from reducing stress with meditation, dealing with grief and relationship issues, to creating a more ergonomic work environment at home, as well as virtual exercise classes three times a week.
- Additionally, as the pandemic has driven a surge in behavioral health needs, Crossover has significantly **expanded virtual mental health resources for members.**

Trust Built with Strong Provider and Employer Partnerships

Crossover was **founded in 2010**. Headquartered in San Clemente, California, Crossover operates health centers from coast to coast. Over the past decade, Crossover's model of care has made a profound impact:

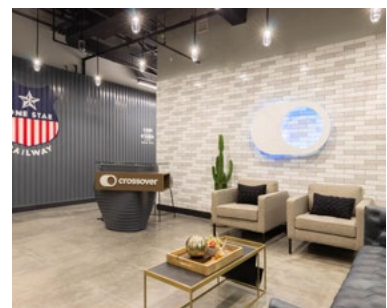
- Providing actual care delivery, Crossover has a care team of more than 650 providers as part of their own medical group that all work within dedicated teams, side-by-side closely collaborating on member member needs every day.
- Crossover serves **more than 300,000 employees**, ranging from high-end tech workers to warehouse and restaurant workers. Employee engagement rates are as high 80% for individual companies.

Contact Us

To learn more visit <https://crossoverhealth.com/> or e-mail press@crossoverhealth.com for more info.

Health Centers Designed for a Better Care Experience

A core value at Crossover, Design Everything, carries through to the attention to detail in 28 health centers across the U.S.—each physical center’s **original artwork** is uniquely inspired by the culture of the local community—with the goal of creating a remarkable health experience for member patients.



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