

# YOUR UPGRADED CROSSOVER ACCOUNT: FAQ'S

**For questions and help with creating or accessing your Crossover account, please contact the Living Well Health Center at (425) 216-0550.**

## ● Why was my account upgraded?

Our upgraded platform features an improved look and feel, as well as technology enhancements that allow us to provide you with the best possible healthcare experience. Automatically upgrading your account makes the transition seamless on your end, so you can focus on receiving care.

## ● What's new?

You will have a redesigned dashboard with quick access to care.

## ● What stays the same?

Your login, current appointments, benefits, and Care Team will remain unchanged.

Plus, there are now three convenient ways to access care:

1.

 **Get Care Now**

### **Get Care Now:**

Message your care team anytime for support with primary care, mental health, physical therapy, chiropractic care, health coaching, and so much more!

2.



### **Schedule a Visit:**

Book in-person or virtual visits with your care team.

3.



### **Direct Message:**

Reach out directly to any member of your care team or send a group message to the full team.



## ● **Where is my medical history?**

Your entire medical history with Crossover is will be held on the outdated portal site which can be accessed at [microsoft-portal.crossoverhealth.com](https://microsoft-portal.crossoverhealth.com) (think of it as kind of a file cabinet now). You will continue to have access to all of your records in a read-only format that you can view, print, or download. None of your medical history is or will be lost!

## ● **I was having a conversation with my provider when my account was upgraded. What do I do now?**

No problem! Simply continue your conversation on the upgraded site:

- Sign into the Crossover Platform
- Clicking “Direct Message” in your dashboard
- Select which care team member you would like to direct the message to from the drop down menu
- Type in or select a subject line
- Send the care team member a message to pick up right where you left off



## ● **Will I lose my scheduled appointments?**

No. All of your appointments will remain unchanged.

## ● **Will I be assigned a new care team?**

No. Your current care team is coming with you to the upgraded site!

## ● **With my upgraded account, will my costs or fees change?**

No. Your benefit plan will remain the same and there are no changes to the costs or fee structure.

## ● **Will my sign in credentials change?**

No. Whether you use your credentials to sign in, or use Microsoft SSO, your credentials will stay the same.

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