

# CloseKnit: You–Centric Primary Care

People want to be heard, seen, supported and understood when it comes to their health and wellness. At CloseKnit, they will be.

CloseKnit is a new patient-centric, virtual-first primary care practice. Open 24/7/365 through a simple, convenient app. Our virtual-first delivery model offers a breadth of care services, including preventive and urgent care, behavioral and mental health, care coordination and more.

CloseKnit delivers an affordable, total health experience patients have always wanted but never thought possible. When members choose CloseKnit as their primary care provider, they don't just choose a doctor. They get a dedicated care team of highly qualified and experienced healthcare professionals.

## CloseKnit: you–centric primary care

- **A one-stop shop for primary care delivery.** Care teams treat most illnesses virtually and provide in-person care through connections to local providers when needed.
- **CloseKnit providers are thoroughly vetted.** Each provider has to go through a rigorous credentialing process—and adhere to the highest clinical standards.
- **CloseKnit's dedicated, patient-centric care teams are focused on a member's whole health.** They combine mental and physical patient care to deliver a better overall total health experience.
- **No billing surprises.** True transparency about costs means members know what things will cost ahead of time.



*To learn how to enroll members in this innovative virtual-first practice, contact your sales associate.*

### At-a-glance

- Headquartered in Baltimore, Maryland
- Paid through a member's insurance benefits
- All CareFirst commercial members are eligible to join CloseKnit
- Complies with all personal privacy and security standards

### Primary care services include:

- Well care
- Preventive and urgent care
- Behavioral health and mental health support (therapy, medication)
- Chronic condition prevention and management
- Medication management
- Care coordination
- Education and enrollment support
- Appointment scheduling, insurance navigation and assistance with billing questions