

Crossover Health FAQs

Q1 What is Crossover Health?

A1 It's a new healthcare provider that's close to our Santa Clara campus. It's a state-of-the-art facility with primary care providers, and an extended team of health and wellness professionals who provide physical medicine, behavioral health, massage therapy, health coaching, and optometry services.

Q2 Where is the Crossover Health clinic located?

A2 It's less than a mile from NVIDIA's campus at 2371 Owen St., in Santa Clara off of San Tomas and Central Expressway. It's open Monday through Friday, 8am–5pm.

Q3 Who can use the clinic?

A3 Cigna members and their dependents over the age of 18 are eligible. We've also arranged for it to be available for employees from other countries, who are visiting the Santa Clara office as part of a business trip and have an urgent care need.

Q4 Are Kaiser members eligible to use the clinic?

A4 No. Only Cigna and Blue Cross Blue Shield of Alabama (BCBSAL) members are eligible to use the clinic.

Q5 Are Crossover Health providers in-network under Cigna?

A5 Yes. In-network benefits apply when you use the clinic.

Q6 Do I need a referral to Crossover Health?

A6 No. Simply visit the Crossover Health website at go.crossoverhealth.com/signup to make an appointment. There's also a Crossover Health app available on Android or iOS.

Q7 What's the best way to get to the clinic?

A7 You can drive or take a free ride with Lyft to and from the Santa Clara campus. If you take Lyft, Crossover Health will send you an email confirmation 24 hours before your scheduled appointment, which will contain a code for you to schedule round trip service using Lyft.

Q8 Is Crossover Health a plan I choose during open enrollment?

A8 Crossover Health is a healthcare provider, not an insurance company. Thus, it won't be an option during open enrollment. In order to use their services, you will need to enroll in one of the Cigna or BCBSAL medical plans.

Q9 Where can I find physician profiles?

A9 All of the physician profiles, as well as the rest of the team, can be found on the Crossover Health website at gocrossoverhealth.com/san-tomas-team.

Q10 What happens after I max out my chiropractor and physical therapy benefits?

A10 If you max out your chiropractor or physical therapy benefits (max 30 visits for each), you can still access these services by paying a \$40 per-visit fee.

Q11 What if I have more questions about Crossover Health?

A11 Please go to gocrossoverhealth.com or call Crossover at 1-408-708-0204.

Q12 How do I make an appointment for the Lyft car service?

A12 After you receive your appointment reminder that contains your Lyft code:

1. Download the Lyft app from iOS or Android.
2. Copy the Lyft code, then create your profile.
3. Scroll down to the “Payment” tab—you should already see the code.
4. Complete your credit card information.
5. Call Lyft to schedule your pickup time.
6. Lyft takes you to the center.
7. Call Lyft after your appointment is finished to schedule your return.

Note: Tips are not required, but if you include one, it will be charged to your credit card.