



CloseKnit™ FAQs

What is CloseKnit?

CloseKnit is a virtual-first advanced primary care practice. Patients can access preventive care, urgent care, behavioral health, nutrition services, new parent support, and more, all from one convenient app.

Every primary care patient can connect with a dedicated health guide who can help you navigate the healthcare system, answer billing questions, follow-up with your care and help with referrals. With a team of doctors, nurses, therapists, dietitians, and more, we offer an entire care team to help you live your happiest, healthiest life.

What does CloseKnit offer?

We offer comprehensive patient care services that address your needs. We offer:

Primary Care (ages 18+)

- Preventive care to help you achieve your long-term health goals
- Chronic care and disease management
- A dedicated Health Guide to help you navigate the healthcare system
- Answers to your billing and benefits questions

Urgent Care (ages 2+)

- 24/7 access to licensed providers
- Open on weekends and holidays
- Treatment for common illnesses and minor injuries
- Average wait times under 30 minutes

Behavioral Health (ages 2+)

- Behavioral health counseling with licensed therapists
- Psychiatry services including medication management
- Guided and personalized programs tailored to you
- Private 1-on-1 support over phone or video

Nutrition Services (ages 5+)

- Insurance-covered services with a Registered Dietitian
- Personalized, evidence-based nutrition plans
- Continuous nutrition guidance available
- One-time Q&A sessions available

New Parent Support

- Connect with expert lactation consultants
- Help with issues such as feeding, pumping, latching, and more
- Breastfeeding tips and resources for new moms & dads

Where can I register for CloseKnit?

You can register at closeknithealth.com/register or you can download the CloseKnit app in the App Store or Google Play.

Is there a cost associated with registering?

No. Registration is free.

Who can register? And are there any eligibility requirements?

If you are 18 years of age or older and enrolled in a CareFirst BlueCross BlueShield employer-sponsored plan or CareFirst BlueCross BlueShield Maryland Medicaid plan (CHPMD), you are eligible to register.

Once registered, parents and legal guardians can book certain types of visits for their covered dependents (age 2-17) by selecting “My Dependent” when setting up an urgent care, behavioral health, or nutrition visit.

Is CloseKnit for kids, too?

We offer urgent care, behavioral health, and nutrition services for patients 2-17 years of age who are covered dependents under their parent or guardian's CareFirst BlueCross BlueShield medical benefit plan.

How will you check that I'm a CareFirst BlueCross BlueShield member?

Like at any doctor's visit, we'll ask for your member ID card to confirm coverage.

What if I don't have insurance?

At this time, you must have CareFirst BlueCross BlueShield health coverage to register.

What do I do when I need to see someone?

Easy—just sign in, select the care you need (primary care, urgent care, mental health, etc), and book an appointment. If you have any trouble, email hello@closeknithealth.com and we'll be happy to help.

How does CloseKnit provide care?

We offer video visit appointments in all 50 states and in-person care in select areas. We make it easy to schedule appointments when it's most convenient for you and offer 24/7/365 access to urgent care.

For virtual visits, instead of going to a doctor's office, your visit takes place over video chat. If you need in-person or specialty care, we will refer you to one of our physical locations or refer you to a local provider specializing in the specific area you need, such as heart health, joint care, etc.

How do I pay for CloseKnit services?

You will use your traditional health coverage to pay for services, just like you do at other medical providers. You can set up your preferred method of payment through a credit card, debit card, HSA or FSA debit card.

How do I know my information is safe and secure?

We take the security of your information very seriously. That's why we comply with all standards required by law, including HIPAA, HITECH, security protocols and safeguarding information using proper protections.

CloseKnit FAQs (continued)

Why choose CloseKnit over other telehealth providers?

Most telehealth providers address immediate and urgent clinical needs that are typically “one and done”. CloseKnit, however, provides a whole health solution that includes primary care, urgent care, behavioral health, nutrition services and new parent support. With CloseKnit, you get an entire Care Team to address your healthcare goals to help you live your happiest, healthiest life. That means we’re with you for the long haul.

What if I’m unhappy with your service?

Please tell us by emailing hello@closeknithealth.com. We will work to make it right.

Can I leave CloseKnit at any time?

Yes. If we’re not a good fit, we can help you find a participating provider who is. After all, this isn’t about us—it’s about you.

Can I use the virtual urgent care service if I am outside the United States?

Only individuals located in the 50 states and Washington, D.C. can use the CloseKnit virtual urgent care service. It is not available to individuals outside of the United States.

What do I do if I have technical problems during my virtual urgent care visit?

If you have technical issues during your visit, contact our support team at 866-233-6925, option 2.

How can I give feedback about my virtual care visit?

We love to hear from you. If you have feedback, you can email us at hello@closeknithealth.com.

Primary Care FAQs

Will I have to choose a primary care provider to use CloseKnit?

You do not need to choose a primary care provider at CloseKnit to use our clinical services. All registered users can access our urgent care, nutrition, behavioral health and new parent support programs. If you decide to choose us as your primary care provider, you will get paired up with a doctor licensed in your area. You will also get a dedicated Health Guide to help you with every step of your healthcare journey.

What if I already have a primary care provider?

You can still use CloseKnit services, such as urgent care, behavioral health, nutrition services, and new parent support. If you would like, we can keep your primary care provider informed of the care we provide.

How far ahead can I schedule primary care appointments?

Generally, three months in advance.

What if I need in-person care?

If you need in-person or specialty care, we will refer you to a local provider specializing in the specific area you need, such as heart health, joint care, etc. You can also see one of our providers in a physical practice in select areas. To find out if there is a CloseKnit practice near you, email us at hello@closeknithealth.com.

What if I need lab work?

If you need lab work, we can arrange to have lab work done at a facility near you..

Will I be able to get prescriptions written/refilled at my preferred pharmacy?

Yes. We can help you order, refill, transition to mail order, find coupons and more.

How do I pay for my primary care visit?

We will bill your insurance company for your visit and if you have any cost sharing such as a copay, we will charge your credit card or health savings account after your visit. Payments can be made with a credit or debit card, including HSA cards if applicable.

Urgent Care FAQs

What is CloseKnit virtual urgent care?

When you need immediate care, we offer access to quality providers who can diagnose, treat, and prescribe medication, if needed, all from the comfort of your home.

How can I access CloseKnit urgent care services?

You can access CloseKnit urgent care services through the CloseKnit app or directly from closeknithealth.com/register.

What kind of care can I get from the CloseKnit urgent care service?

We offer urgent care services for adults ages 18-80 and children ages 2-17 years who are covered dependents under their parent or guardian's CareFirst BlueCross BlueShield medical benefit plan.

We treat a wide-range of common illnesses, symptoms and health concerns including:

Cold and flu | cough and sore throat | skin concerns such as rashes and bites | allergies | migraine and headaches | musculoskeletal issues such as back or neck pain | urinary tract infection | COVID-19 and more

This service is not suitable for emergencies or complex medical issues. If you have an emergency and need immediate help, please call 911.

What if I need labs or imaging tests?

If you need labs or imaging tests, we will evaluate your needs and refer you to a primary care provider or an in-person urgent care.

How much does a virtual urgent care visit cost?

The cost of a virtual care visit depends on your health benefit coverage. For more information on your specific costs, log in into your CareFirst BlueCross BlueShield member account at <https://member.carefirst.com/members/home.page> or call the CareFirst BlueCross BlueShield Member Services team. The number is listed on the back of your CareFirst BlueCross BlueShield insurance ID card.

How do I make an appointment to see a provider for an urgent care visit?

To see a provider, log in to the CloseKnit app and then select urgent care to start your visit. You can also start your visit by visiting closeknithealth.com/register.

Can I choose which care provider I want to see?

In order to ensure you are seen as quickly as possible, you will be routed to the first available provider.

What should I have ready for my urgent care visit?

You will need a stable internet connection, a government issued state ID such as a driver's license, and a comfortable, quiet and private place to complete your video visit with your provider. If you are joining the visit as a parent, please make sure to have your child's photo ID available.

Can I get a prescription during my urgent care visit?

Medications are best refilled by your primary care provider; however, on occasion, we understand that you might need a refill urgently. We may provide a one-time refill, of a maximum of 30 days, for a prescription treating a chronic condition under the circumstances below, after a visit to assess your medical condition and assure that the medication is safe and appropriate and that no changes are needed.

1. The patient needs to be able to tell CloseKnit the name and dose of the medication.
2. The medication does not require prior authorization; CloseKnit urgent care cannot provide to your insurer the information your insurer requires for a prior authorization, that must come from the provider treating the condition.
3. No dosing changes are required.
4. No changes in the medication type or name are required, although CloseKnit will substitute a generic for a brand medication when appropriate.

How do I pay for my urgent care visit?

You will use your traditional health coverage to pay for services, just like you do at other medical providers. You can set up your preferred method of payment through a credit card, debit card, HSA or FSA debit card.

Are my urgent care visits private and secure?

Yes, we use secure technology to protect your privacy and follow all HIPAA guidelines to ensure your information is safe.

How do I cancel or change my urgent care appointment?

Urgent care visits are on demand and you will be connected to your provider within minutes of scheduling so they cannot be changed or cancelled.

How do I get a summary of my visit?

Shortly after your visit is completed, you will receive an email letting you know your summary is available. You can access and download your visit summary anytime you are logged in to CloseKnit.

Is there a charge if I do not attend my urgent care visit?

Yes, you will get charged for your visit using your payment method on file if you start an urgent visit and choose not to complete it.

Behavioral Health FAQs

What behavioral health services does CloseKnit offer?

1. Short-term Cognitive Behavioral Therapy (CBT) designed to build your resilience and coping skills.
2. Long-term counseling for a variety of behavioral health conditions.
3. Psychiatry for individuals who need medication management for complex behavioral health conditions.

Our services are available for adults ages 18+ and children ages 2+.

What is cognitive behavioral health therapy?

Cognitive Behavioral Therapy (CBT) is a goal-oriented therapy that helps you identify and change negative thought patterns and behaviors. It can help you manage anxiety, depression, and other mental health challenges by teaching you practical coping strategies and promoting healthier thinking patterns. If you want to learn more about this program, email us at navigation@closeknithealth.com.

What is long-term behavioral health therapy, and when might it be recommended for me?

Long-term behavioral health therapy is an extended form of therapy that provides ongoing support and guidance. It may be recommended if you have complex or chronic behavioral health conditions that require ongoing management, or if you find it beneficial to continue therapy beyond short-term (2-3 months) interventions. If you want to learn more about this program, email us at navigation@closeknithealth.com.

What clinical conditions are treated by CloseKnit psychiatry?

CloseKnit psychiatry providers can treat the following conditions:

- Anxiety (mild-severe)
- Panic disorders
- Depression (single episode, mild-recurrent, severe)
- Trauma, PTSD
- Mood disorders
- Relationship issues
- Comorbid nonactive substance abuse
- ADHD, impulse control
- Gender identity and LGBTQIA + issues
- Sleep disturbances
- Behavioral health-related ASD issues

How do the healthcare providers diagnose conditions virtually?

Our psychiatry providers conduct a comprehensive interview and evaluation and then can diagnose and treat a variety of behavioral health conditions including depression, anxiety disorders, PTSD and many more. If you want to learn more

about this program, email us at navigation@closeknithealth.com.

Can I get medication refills from the psychiatry program?

Yes, however, all medication requests will require an initial intake evaluation. If appropriate, a refill will be provided and ongoing care will be recommended.

What should I do if the condition requires in-person care?

If the provider determines that the condition requires in-person care or further evaluation, they will provide guidance on the appropriate next steps. This may involve visiting an urgent care facility, primary care physician, or emergency department, depending on the severity and urgency of the situation.

Does my insurance cover behavioral health services offered by CloseKnit?

Behavioral health coverage depends on your health benefit plan. For more information on your specific coverage, log in into your CareFirst BlueCross BlueShield member account at <https://member.carefirst.com/members/home.page> or call the CareFirst BlueCross BlueShield Member Services team. The number is listed on the back of your CareFirst BlueCross BlueShield insurance ID card.

Our Health Guides can also help you check your benefits to see if you're eligible to use this service. If you need assistance finding out if you are eligible, please contact us at navigation@closeknithealth.com.

What should I expect during my first visit with a behavioral health provider?

During your first visit, you'll have the opportunity to discuss your concerns and goals with your provider. They will gather information about your background and assess your needs. It's also a chance for you to ask questions and get to know your provider, creating a foundation for future conversations.

How long does a behavioral health virtual visit typically last, and how often should I attend these visits?

Behavioral health virtual visits can range anywhere from 15-60 minutes. Depending on your needs, the duration of behavioral health visits will vary. Your therapist will work with you to define the number of visits and frequency of visits you may need.

What if there is a behavioral health emergency outside of the available visit hours?

If you have a mental health crisis or are in danger of harming yourself, please call 988.

Behavioral Health FAQs (continued)

Will there be a charge for the first visit if I decide not to continue with CloseKnit behavioral health services?

Yes. Visits are billed per visit, including the initial visit, and according to national billing guidelines. Your insurance plan will determine the amount you owe (if any).

Will I be charged if I do not show up to my appointment?

Yes, you will be charged if you do not show up to your appointment. You can always cancel your appointment 72 hours in advance of your visit. If you cancel in time, you will not be charged.

If I don't know what is wrong, how do I know if I need to see a therapist or a psychiatrist?

If you're not sure, reach out to us at navigation@closeknithealth.com and one of our Health Guides can assist you on selecting the best program that suites your needs.

Nutrition Services FAQs

What nutrition services does CloseKnit offer?

We offer evidence based, inclusive nutrition care from registered dietitians. This includes personalized dietary guidance and support to help you achieve your health and wellness goals through balanced and nourishing food choices.

Who can benefit from Nutrition Services?

Our nutrition services are suitable for adults and children (ages 2+) of all backgrounds seeking to improve their overall health, manage specific health conditions, or optimize athletic performance.

Do I need a doctor's referral to use nutrition services?

Some insurance plans require a referral from your provider. If you have any questions about your benefits, you can reach out to your Care Team, navigation@closeknithealth.com and a Health Guide can help you.

How often should I follow up with a dietitian?

The frequency of follow-up appointments will vary based on your specific goals and needs.

Does my insurance cover nutrition services?

Coverage for nutrition services can vary depending on your insurance plan. For more information on your specific coverage, log in into your CareFirst BlueCross BlueShield member account at <https://member.carefirst.com/members/home.page> or call the CareFirst BlueCross BlueShield Member Services team. The number is listed on the back of your CareFirst BlueCross BlueShield insurance ID card.

Our Health Guides can also help you check your benefits to see if you're eligible to use this service. If you need assistance finding out if you are eligible, please contact us at navigation@closeknithealth.com.

How can I prepare for my appointment with a dietitian?

To make the most of your appointment you can:

- Keep a food diary
- Note any specific questions or concerns
- Bring a list of any medications or supplements you are currently taking program that suites your needs.

New Parent Support FAQs

What new parent support does CloseKnit offer?

We offer expert guidance and compassionate support for new parents for a wide range of breastfeeding and breast health concerns. Whether you're experiencing engorgement, soreness, latching issues, weaning, or other breastfeeding related questions, our lactation experts are here to provide guidance and solutions tailored to your unique needs.

Can I use new parent support if I'm not breastfeeding but need help with breast health concerns?

Yes. New parent support is not exclusively for breastfeeding support. If you have breast health concerns such as engorgement, weaning, breast pain, or other issues, our lactation experts are here to provide you with guidance and support.

What can I expect during a lactation consultation?

During a virtual lactation consultation, you can expect to have a one-on-one conversation with a qualified lactation expert. They will listen to your concerns, answer your questions, and offer personalized advice and guidance. You may also receive practical tips and techniques to address any breastfeeding or breast health challenges.

How can I prepare for a lactation consultation?

Preparing for a lactation consultation is simple. Make a list of any questions or concerns you have. Having details about your breastfeeding or breast health history can also be helpful. Additionally, ensure you have a quiet, comfortable, and private space for your consultation.

How will I get charged for lactation services?

Your Health Guide will proactively tell you about your lactation coverage plan before we help schedule your visit. If you have any questions about billing or insurance coverage, please feel free to ask by emailing us at navigation@closeknithealth.com.

Is new parent support support only for new mothers?

No, lactation support is available to mothers at any stage during pregnancy (pre-natal and post-natal). Whether you're expecting your newborn, are a new mother, or have been breastfeeding for a while, our experts are here to assist you.

What do I do if I'm unsure whether I need lactation support?

If you're unsure whether you need lactation support, it's always a good idea to reach out to us at navigation@closeknithealth.com. Our experts can provide guidance, answer your questions, and help you determine if lactation support is right for you.

Troubleshooting FAQs

I'm having technical difficulties with accessing and/or utilizing the app. How can I get help?

Please contact our Technical Support team at **866-233-6925, Option 2** or email techsupport@closeknithealth.com. A member of our team will be delighted to assist you.

I need a prescription refill, but I can't access the app

If you are unable to access the app due to a technical reason, but need a prescription refill, please contact our patient support team by email at hello@closeknithealth.com or by phone at **866-233-6925, option 1**.

How do I pay my bill after switching insurance carriers or losing coverage?

If your CareFirst BlueCross BlueShield insurance policy is no longer active, you can still log in to the app using your existing credentials to pay your bill.