

FAQs

Answers to your questions

We've collected answers to some commonly asked questions. If you don't see what you're looking for, [contact us](#).

What is CloseKnit?

CloseKnit is a different kind of primary care practice. With preventive care, urgent care, behavioral health, and more, CloseKnit offers a one-stop, whole health solution to help you live your healthiest life. It's virtual-first to save you time and available 24/7/365 for your convenience. That's care designed entirely around you.

Why was CloseKnit created?

We believe you deserve high-quality, compassionate care that's entirely designed around you and your health needs. That means taking on new patients in a world where many providers are overbooked. It means offering convenient appointment times whether on the weekends, before, or after work hours. It means providing 24/7 access so we're there for you when you need us.

What does CloseKnit offer?

CloseKnit offers comprehensive patient care services that address the needs of the whole person.

Our services include:

- Preventive care
- Urgent care
- Behavioral health and mental health support (therapy, medication)
- Lifestyle support
- Chronic condition prevention and management
- Medication management
- Care coordination (ongoing assistance with various care activities like arranging appointments with specialists, refilling prescriptions and more)
- Appointment scheduling, insurance navigation and help with billing issues

Where can I register for CloseKnit?

You can register [here](#) or you can download the CloseKnit app on Apple's App Store or Google Play.

**Ok, now that I'm registered, what's next?**

First, welcome! Second, you can start accessing care immediately.

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 employer-sponsored plan or CareFirst Maryland Medicaid plan (CHPMD), you're eligible to register. Once registered, parents & legal guardians can book urgent care visits for their covered dependents (age 2-17) by selecting "My Dependent" when setting up an urgent care visit.

Is CloseKnit for kids, too?

CloseKnit offers urgent care services for patients 2-17 years of age who are covered dependents under their parents or guardians CareFirst BlueCross Blue Shield medical benefit plan.

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

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

Is CloseKnit open to members of any other health plans besides CareFirst?

No, only members who are 18 years of age or older and enrolled in a CareFirst employer-sponsored health plan or CareFirst Maryland Medicaid plan (CHPMD) can register for a CloseKnit account. We also offer urgent care services for patients ages 2-17, who are covered dependents under their parents or guardians CareFirst BlueCross BlueShield medical benefit plan.

What if I don't have insurance?

Unfortunately, you must have CareFirst health coverage to register.

What do I do when I need to see someone?

Easy—just open the app and tell us what's going on. We're here for you, 24/7/365, with immediate availability for appointments.

Will I have to choose a primary care provider?

With CloseKnit, you will get paired up with a doctor licensed in your area. You will also get a dedicated care team that works together to meet your every care need.

What if I already have a primary care provider (PCP)?

You can still use CloseKnit's Urgent Care service for common conditions like cold/flu symptoms and minor injuries and will make sure to keep your PCP informed of the care we provided.

How does CloseKnit provide care?

We provide support for nearly everything that ails you. We offer pre-schedule video visits when it's most convenient to you (8am-8pm, 7 days a week) and urgent care visits at any time (24/7/365). We also offer 24/7 chat with your dedicated Care Team and 1-on-1 counseling with licensed therapists for your mental health.

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.

How will my vitals be taken?

Based on your preference, we can:

- Send medical exam devices to your home,
- Send a clinician to your home, or
- Guide you to an in-person location.

What if I need lab work?

If you need lab work, we can arrange for you to have lab work done at a facility, send a clinician to your home, or send a fingerstick kit to your home. Just let us know what is the most convenient for 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 far ahead can I schedule appointments?

Up to three months.

How do I pay for CloseKnit services?

You'll 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 are payments handled?

We bill your insurance company and collect any payments at the time of service if required. Payments can be made with a credit or debit card, including HSA cards if applicable.

How do I know my information is safe and secure?

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

**Why choose CloseKnit over urgent care?**

With CloseKnit, you can skip the waiting room and get care 24/7/365. CloseKnit Urgent Care patients are typically seen in 30 minutes or less.

Why choose CloseKnit over other telehealth providers?

Most telehealth/telemedicine visits are urgent-needs focused, addressing issues that are typically “one and done”. CloseKnit, however, provides a whole health solution that includes urgent care but also expands into primary care, behavioral health, and more. You will be able to build a long-term relationship with your care team and can call us for anything related to your health, including insurance navigation and billing questions.

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’ll help you find a participating provider who is. After all, this isn’t about us—it’s about you.