

Frequently Asked Questions



How do I access my benefit?

A. You access your benefit by calling member services at **877-900-8701**. You will be asked if you would like to speak with a healthcare provider or visit a location, and your call will be routed appropriately.



Is Convenient Care Plus an approved insurance plan according to the Patient Protection and Affordable Care Act (Obamacare)?

A. Convenient Care Plus is not health insurance, but a healthcare membership program. CCP provides affordable access to healthcare, whether insured or uninsured.



Do I need to have health insurance to join Convenient Care Plus?

A. No. Anyone can purchase and maintain a CCP membership. There are no waiting periods and you will not be denied for pre-existing conditions.



Can I go to any healthcare provider?

A. No. You must visit one of our convenient network providers. You are directed to the most appropriate provider based on your location and reason for visit. Our network continues to expand, so please check our full list of providers at convenientcareplus.com/provider-locations. Upon request, we will submit your records to your primary care physician to keep them informed of visits.



Is there a limit to the number of times I can see or talk to a provider in any given month?

A. No. Your Convenient Care Plus membership allows unlimited access to a healthcare provider for basic illnesses such as cold and flu, infections, pink eye, sore throat, allergies and more. It does not cover chronic illnesses such as diabetes management and is not meant to replace your primary care physician.



What additional costs will I be responsible for?

A. Members have a choice of electing a plan that best fits their budget. Convenient Care Plus has all-inclusive plans with no out-of-pocket costs, or plans with varying visit fees. All plans include unlimited telehealth visits with no additional charges. Prescriptions and injections are not included in any plan.



If I have health insurance, can I file an insurance claim as well as utilize my membership?

A. No. You cannot “double-dip.”



Can I purchase a membership for my family without an employer sponsorship?

A. Yes. Anyone is welcome to sign up for the membership. However, many employers do offer CCP as a benefit to their employees.



As an employer, how can I make the membership accessible to my employees?

A. The CCP membership can be offered as an employer-sponsored benefit, voluntary benefit or partial employer-paid benefit. There is no open enrollment period, so this benefit can be offered to employees at any time.