

How Can Your Care Navigator Help You?



Pre-service



Meet Lisa

- Lisa's doctor schedules a knee replacement surgery for her.



Lisa's Care Navigator can assist in the following ways:

- Answer any questions she has about her health plan coverage.
- Make sure she has an after-surgery care plan.
- Help her find a physical therapist in the HMA network.



Lisa Feels Better Prepared For Her Surgery

- Lisa knows which questions to ask her healthcare providers during pre-service visits.
- Lisa schedules her first appointment with the physical therapist and other post-service providers.
- Lisa has been educated about how benefits are paid for the services she has planned.



Lisa Recovers at Home

- Lisa's Care Navigator helps educate on how to access the medications she may need.
- Lisa focuses on the things that matter to her most.



Lisa's Care Navigator can assist in the following ways:

- Ask about her recovery, and if she needs further guidance and support.
- Walk her through her Explanation of Benefits (EOB) so that she understands exactly how her surgery and related care were covered by the health plan.

Healthy Outcome

Care Navigator is completely confidential, and is included as part of your health plan. Get started by contacting your Care Navigator today by phone at **1-877-462-1444** or by e-mail at mycarenav@accesstpa.com

HMA

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