

HEALTHCARE IS CONFUSING... CARE NAVIGATOR by HMA CAN HELP.



WHAT IS CARE NAVIGATOR?

Care Navigator is a personal service provided by your employer to help you better navigate the healthcare system. A Care Navigator is available by phone to work with you one-on-one to help you make the most of your health plan benefits.

HOW CAN A CARE NAVIGATOR HELP ME?

Your Care Navigator can explain confusing healthcare lingo, work with you to find a doctor or hospital in the HMA network, help you compare healthcare costs, and answer any detailed questions you may have about how specific healthcare services are covered by your health plan.

WHAT DOES IT COST?

Care Navigator is free, and is available to anyone on the HMA health plan.

HOW DO I GET STARTED?

Call your Care Navigator today at **(425) 289-5123** or toll-free at **1-877-462-1444**.



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WHO SHOULD YOU CALL? CUSTOMER CARE OR CARE NAVIGATOR?

As part of your health plan, you have two different resources to help you better understand your benefits and navigate the healthcare system...

	Call HMA's Customer Care Team at 1-800-869-7093 to...	Call Your HMA Care Navigator at 1-425-289-5123 to...
 Benefits Coverage	Get answers to your basic benefits questions including, "What is covered under my health plan?" and "Who is covered under my plan?"	Help you better understand your health plan documents, and answer any detailed questions you may have about how specific healthcare services are covered. Ask about authorized or denied healthcare services.
 Healthcare Provider Network	See if your doctor is in the HMA network.	Help you find a doctor or hospital in the HMA network. Work with you in finding a lower-cost healthcare provider or facility, or getting a second opinion.
 Claims	Check the status of a claim.	Answer any questions you may have about a confusing or complicated claim.
 Account Balances	See where you are at with your deductible(s), and out-of-pocket maximum(s).	Help you understand your Explanation of Benefits (EOB).
 Care Coordination	Find out if a healthcare service (such as a surgery, inpatient treatment, or specialty medication) needs prior authorization from your health plan.	Help you work with your pharmacy benefits manager regarding medication needs. Help you prepare for authorized healthcare services, and discuss options. Help coordinate other complex care needs.



Still not sure who to call?

Just contact HMA's Customer Care Team at **1-800-869-7093**. The Customer Care Advocate will quickly transfer you to your Care Navigator when needed.

HOW CAN A CARE NAVIGATOR HELP YOU?

BEFORE SURGERY



MEET LISA.

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



LISA'S CARE NAVIGATOR CALLS HER TO...

- Answer any questions she has about her health plan coverage.
- Help her compare the costs of different surgery centers.
- Make sure she has an after-surgery care plan.
- Help her find a physical therapist in the HMA network who is close to her home.



LISA FEELS BETTER PREPARED FOR HER SURGERY.

- Lisa knows which questions to ask her healthcare providers.
- Lisa schedules her first appointment with the physical therapist.
- Lisa knows what to expect when the bill comes in the mail.

AFTER SURGERY



LISA RECOVERS AT HOME.

- Lisa's Care Navigator helps arrange for home delivery of her medication.
- Lisa focuses on the things that matter to her most.



LISA'S CARE NAVIGATOR CALLS HER TO...

- 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.



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