



Welcome to Health Navigator, powered by PinnacleCare

We are so excited you have made the decision to provide your employees and their families with health advisory and care navigation services. Below we've included information highlighting your employees' new benefit. Your dedicated client success manager will reach out soon to help create a communication plan to educate your employees and drive utilization. In the meantime, if you have any questions, please contact us at healthnavigator@pinnaclecare.com.

How Health Navigator, powered by PinnacleCare can help

We are here for you

Contact us when you or a covered family member is looking for guidance on any health-related condition – not just those that are really complicated. Our goal is to support you by being your advisor and helping you navigate the world of healthcare. Health Navigator supports a wide variety of care navigation needs, including but not limited to:



- ✓ Scheduling/questions on routine care
- ✓ Exploring treatment plans and options (for anything from a sports injury to a cancer diagnosis)
- ✓ Questions about a surgery
- ✓ A new serious diagnosis

By supporting all conditions, we can help you feel empowered to make informed health decisions, no matter what type of condition you are dealing with.

A healthcare challenge can strike when you least expect it and may leave you with questions:

- Is my diagnosis correct?
- Is this the best treatment for me?
- Am I working with the right specialists?
- Should I get a second opinion?

Health Navigator's personal care advisors are made available at no cost to you through your company's paid benefit program and our expedited services are completely confidential.

We are here to help you get the answers you need

We understand how it feels to be diagnosed with a life-altering condition, especially when it is unexpected. With Health Navigator, you'll receive the guidance you need to connect with the right specialists in your network, at top medical institutions, to receive the best treatment options for your healthcare challenge. When you're faced with a serious medical condition, knowing where to go, what to do, and how to get care will help you make confident decisions for better health outcomes.

Services include:

- Dedicated care advisors to provide personal guidance on your treatment options
- Expert opinion on your diagnosis
- Collection and organization of important medical records
- Facilitating appointments (in-person or virtually)
- Connecting you with top specialists and medical institutions
- Assistance finding a new routine care physician or specialist

Navigating the healthcare system can be difficult, time-consuming and stressful – but it doesn't have to be.

Health Navigator, powered by PinnacleCare can help.





Not approved for use in New Mexico.

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