

# Your health advocacy and care navigation benefit



Dear Member,

Welcome to your new Health Navigator, powered by PinnacleCare benefit. Health Navigator is here to provide you support when you are dealing with the complicated world of healthcare. Your company is providing this benefit, at no cost to you, as part of its commitment to your health and well-being.

With Health Navigator, you receive access to a personal care advisor who will help you navigate the healthcare system so you receive the best course of treatment for your medical needs.

Our team of care advisors are supported by in-house medical directors and M.D./Ph.D. medical researchers who provide access to nationally acclaimed specialists and medical Centers of Excellence.

**Our goal is to help you obtain the answers you need to address your healthcare challenges quickly.**

#### Contact us regarding:

- An expert medical opinion
- A new or ongoing medical diagnosis
- A recommendation for surgery
- A review of a current treatment plan
- A recommendation to top specialists
- Finding a new routine care provider
- Assistance with negotiating large medical bills over \$800

#### Our services include:

- Facilitation of appointments with a top specialist
- Coordination of expert second medical opinion
- Comprehensive research report on your diagnosis and treatment options
- Gathering, organization, and forwarding of key medical records
- Customized referral report profiling top local, regional, or national specialists
- Virtual consultation for second medical opinion



For a confidential consultation with a care advisor, please call 888-352-4969. You may also send a secure email request or access additional details at [www.sunlife.com/healthnav](http://www.sunlife.com/healthnav).

To your good health,  
Your care advisory team



Not approved for use in New Mexico.

PinnacleCare is a member of the Sun Life family of companies.

PinnacleCare and its employees do not diagnose medical conditions, recommend treatment options or provide medical care, and any information or services provided should not be considered medical advice. Any medical decisions should be made only after consultation with and at the direction of your medical provider. Any person or entity who provides health care services following a referral or other service provided does so independently and not as an agent or representative of PinnacleCare.

Group stop-loss insurance policies are underwritten by Sun Life Assurance Company of Canada (Wellesley Hills, MA) in all states, except New York, under Policy Form Series 07-SL REV 7-12. In New York, group stop-loss insurance policies are underwritten by Sun Life and Health Insurance Company (U.S.) (Lansing, MI) under Policy Form Series 07-NYSL REV 7-12.

Product offerings may not be available in all states and may vary depending on state laws and regulations. Product offerings may not be available in all states and may vary depending on state laws and regulations.

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