

# Care Navigator

Knowing where to go for care can be overwhelming and confusing. Your Care Navigator can help.



Your Plan includes access to our expert team of Care Navigators, who are trained in claims, benefits, care coordination, and navigating the healthcare landscape. Care Navigators will show you where and how to make the most of your benefits, coordinate your care with internal teams and providers, and serve as your partner throughout your health journey.

## Care Navigators can help you to:

Understand your plan benefits.

Prepare for and recover from surgeries.

Connect to community resources.

Find in-network and high-value care so you pay less.

Answer questions about your Explanation of Benefits (EOBs) or complex bills.

Know when to go to the ER vs. urgent care.

Fill prescriptions if there's an issue with your pharmacy benefits.

Working with our 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](tel:1-877-462-1444) or by email at [mycarenav@accesstpa.com](mailto:mycarenav@accesstpa.com)

Hours of operation: Mon-Fri. 7am – 4:30pm PST

# HMA