

Navigating Healthcare Can Be **Confusing**

**The
Care Navigator
is here to help!**



HMA is pleased to announce a service that is designed to help you better navigate the healthcare system.

Your Care Navigator can...

- Help you understand your health plan benefits.
- Answer questions you may have about your Explanation of Benefits (EOBs).
- Help you find in-network providers so you pay less.
- Collaborate with your care providers to ensure coordination of care.
- Connect you with community and health plan resources to help you maintain and improve your health.

The program is completely confidential and free as part of your health plan.

Get started by calling Care Navigator today at (425) 289-5123, toll-free at 1-877-462-1444, or by email at mycarenav@accessstpa.com

Customer Care or Care Navigator?

Using Your HMA Benefits

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...

Contact Your HMA Care Navigator by phone at **1-425-289-5123** or by email at mycarenav@accesshpa.com 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?

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.