

## SPECIALIZED NAVIGATION

Specialized health advocates who better understand where you are in your journey provide a curated, personal experience.



# DIABETES NAVIGATION SUPPORT



**A certified diabetes educator helps members navigating this complex condition.**

- Educate how to manage and overcome barriers
- Medication assistance
- Minimize risk for long-term complications and avoiding the ER
- Guidance connecting with other programs and community-based resources
- Help finding cost savings

**SUPPORT WORKING TOWARD GOALS**

# ONCOLOGY NAVIGATION SUPPORT



**Specialized oncology experts help members navigate the complexities of cancer care.**

- Anticipate needs
- Understand treatment plans
- Facilitate informed decision-making
- Provide education to increase treatment adherence
- Attention to management of symptoms, minimizing complications, decreasing avoidable ER visits and hospitalizations
- Managing medication cost

**SUPPORT TOWARD THE BEST OUTCOME AND QUALITY OF LIFE**

# **GENDER AFFIRMATION NAVIGATION SUPPORT**



**Helping Transgender and Gender-diverse members navigate unique complexities.**

**Support navigating in- and outside of the traditional bounds of health care – medical, social, institutional:**

- Education on benefits, exclusions and medical policies
- Whole person support – medical, behavioral health and social care
- Guidance through medical, social and institutional transitions
- Specialists skilled in gender-affirming care needs

**SUPPORT FOR A HEALTH CARE EXPERIENCE THAT IS RESPECTFUL AND  
SENSITIVE TO COMPLEX NEEDS**

## CAREGIVER NAVIGATION SUPPORT



**We support members so they can best care for their loved ones and themselves.**

**Assist members who are a primary/secondary caregiver for an aging parent/in-law, or an adult/child with a disability or other health issue.**

- Personal assessment helps identify needs of both the caregiver and the individual being cared for, whether or not they are a member
- Investigate potential resource solutions and financial support options
- Provide additional help to alleviate some of the stress that occurs in caregiving situations

**SUPPORT THAT HELPS CLOSE CHALLENGING RESOURCE GAPS**

# END-OF-LIFE PLANNING NAVIGATION SUPPORT



**When members must face the reality of end-of-life planning, we're here to help.**

- Anticipate needs
- Provide education and guidance:
  - Medical
  - Financial
  - Emotional
  - Physical support
- Help facilitate informed decision-making

**SUPPORT TO HELP EASE THE BURDEN**