

# Care Navigation



## The healthcare system is a complex one.

It's common to feel overwhelmed by insurance paperwork, complicated billing, specialist appointments, and finding the right facilities for labs or imaging. If you need care outside of VitellaCare, managed by Crossover, your Care Navigator makes getting it simple, because they know how the system works and how to manage all of the moving parts.

We know that the easier it is to get care, the more inclined you'll be to follow through. That's why care navigation is built into our care model for all of our members. If your VitellaCare provider recommends an appointment outside of our scope—like an x-ray, a dermatology visit, or getting a sleep study—then your Care Navigator will guide you through the steps from start to finish.

## Here are a few of our Care Navigation services:

- ✓ Specialist referrals, setting appointments, records transfer, follow up
- ✓ Insurance eligibility, coverage, and deductible assistance
- ✓ Healthcare paperwork management
- ✓ Labs and imaging coordination
- ✓ Preventive care and immunization up-to-date status
- ✓ Member support
- ✓ Referrals to community resources to address SDOH (social determinants of health). Examples include assisting with food, housing, and financial insecurity resources.



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