



Care Navigator Plus

Navigate Your Health with Confidence:
Personalized Guidance and Support
to Enhance Your Healthcare Experience.



Your Plan includes access to our expert team of Care Navigators. Trained in claims, benefits, care coordination, and navigating the healthcare landscape, our Care Navigators are here to guide you every step of the way. They'll help you maximize your benefits, coordinate your care seamlessly with internal teams and providers, and act as your dedicated partner on your health journey. Working with a Care Navigator is completely confidential and comes at no cost to you.

Care Navigators can help you to:

Understand your medical benefits.

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

Connect to community resources.

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

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

Choose a primary care provider.

Prepare for and recover from procedures.

Look for ways to lower your costs based on your current and anticipated care and prescriptions.

Find in-network and high-value care for imaging, surgeries, and more.

Get started with programs offered by your employer.

Get started today by registering for your member portal.

You'll be prompted to complete a short **health questionnaire** — make sure to complete it to receive an **incentive** from your employer.

Call **1-833-865-0143** or email **mycarenav@accesstpa.com**
for help setting up your member portal.

Care Navigators are available from **10 am to 7:30 pm ET**

Visit accesshma.com to log in to your HMA account

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