

Care Coordination Services

Patients can obtain **\$0 co-payments when utilizing Care Coordination benefits** for many costly hospital and outpatient facility services. Navigation services are accessed through the Care Coordination team who will help throughout the medical journey.

Tier One

Care Coordination

- Services received at any approved care provider
- Member responsibility is waived when care is accessed through Care Coordination
- Includes most hospital, outpatient, and surgical centers
- Tier 1 services are not available in all area's & not guaranteed

Tier Two

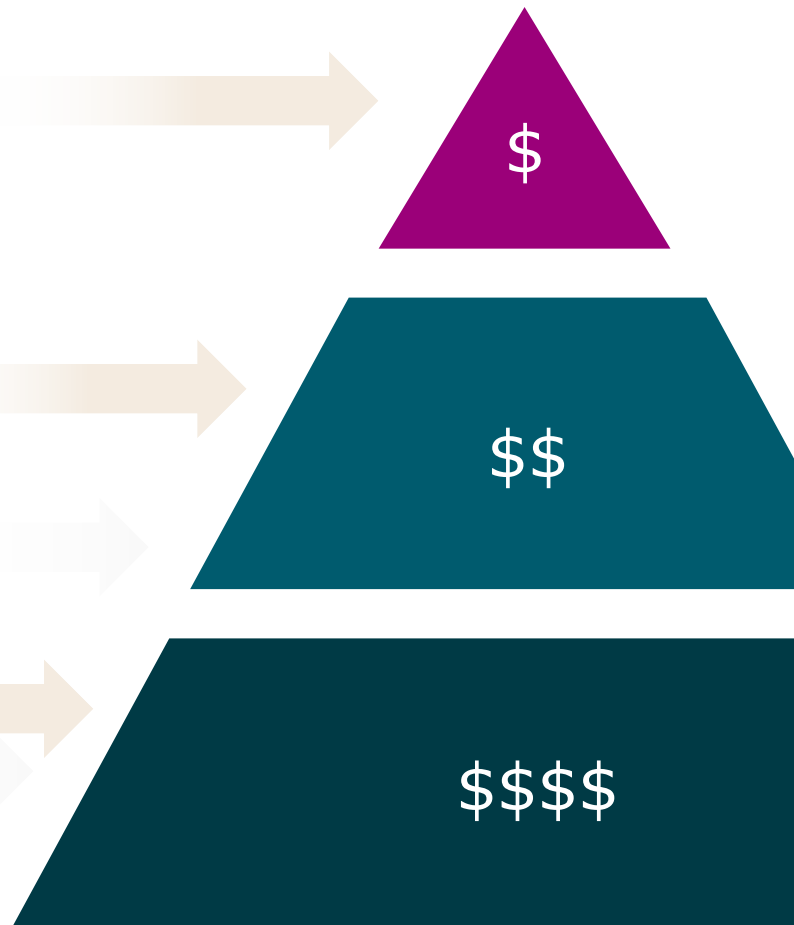
In-Network PPO

- Includes all primary care, specialist, and ancillary providers
- Plans include access to a robust nationwide provider network through the Provider Network of America (PNOA), along with regional and tailored options

Tier Three

Out-of-Network

- **NO** benefits available for out-of-network providers
- Increased cost to receive care
- Strongly advised against utilization



Care Coordination

Care Coordination help direct patients through complex issues and help to find the right care. Care Advocates also assist in referrals, approval of authorizations, coordinating medical records, investigating and reviewing benefits of coverage, and support on billing situations.

Other support services include:

- **Assist in scheduling appointments**
- **Decode & negotiate surprise bills**
- **Proactive patient support**