



Health Advocacy & Care Navigation Services

Health Navigator, powered by PinnacleCare

Presented to: Cape Cod Municipal Health Group

Benefit overview



Who is covered



Eligible employees and their covered dependents (spouse/domestic partner, children)



Why it's important



- It can be difficult to know what kind of doctor to see
- There is a limited availability of in-network doctors, and you may need help connecting with them
- Understanding treatment options can be challenging



How we can help



- Health Navigator services are available at no cost to plan members
- We work quickly to connect you with the right specialists
- Our services are completely confidential

Putting our expertise to work for you



Team of experts

- 40 MD, PhD, and specialized medical researchers
- 75 Care Advisors (MDs, NDs, RNs, BSNs, MSAs)
- 8 Medical Directors
- 75 Medical Advisory Board members
- 10 Data Scientists and Actuaries



Access across the country

- 130+ Relationships at top regional and national hospital systems
- 1000+ In-person meetings with physician leaders and hospital executives
- Dedicated Behavioral Health Researcher



Solutions that work for you

- 27 Academic Medical Centers contracted to provide remote written opinions
- 4500+ Experts contracted to provide direct to patient video consultations
- 30k Identified and qualified provider searches

Health Navigator

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What conditions are included?

Everything—not just serious or complex conditions, but **all conditions where a member is looking for guidance:** from a common sports injury to rare conditions to complex gastrointestinal disorder to cancer conditions.

By covering all conditions, we can help you feel empowered to make better health decisions—no matter what type of health concern you are dealing with.

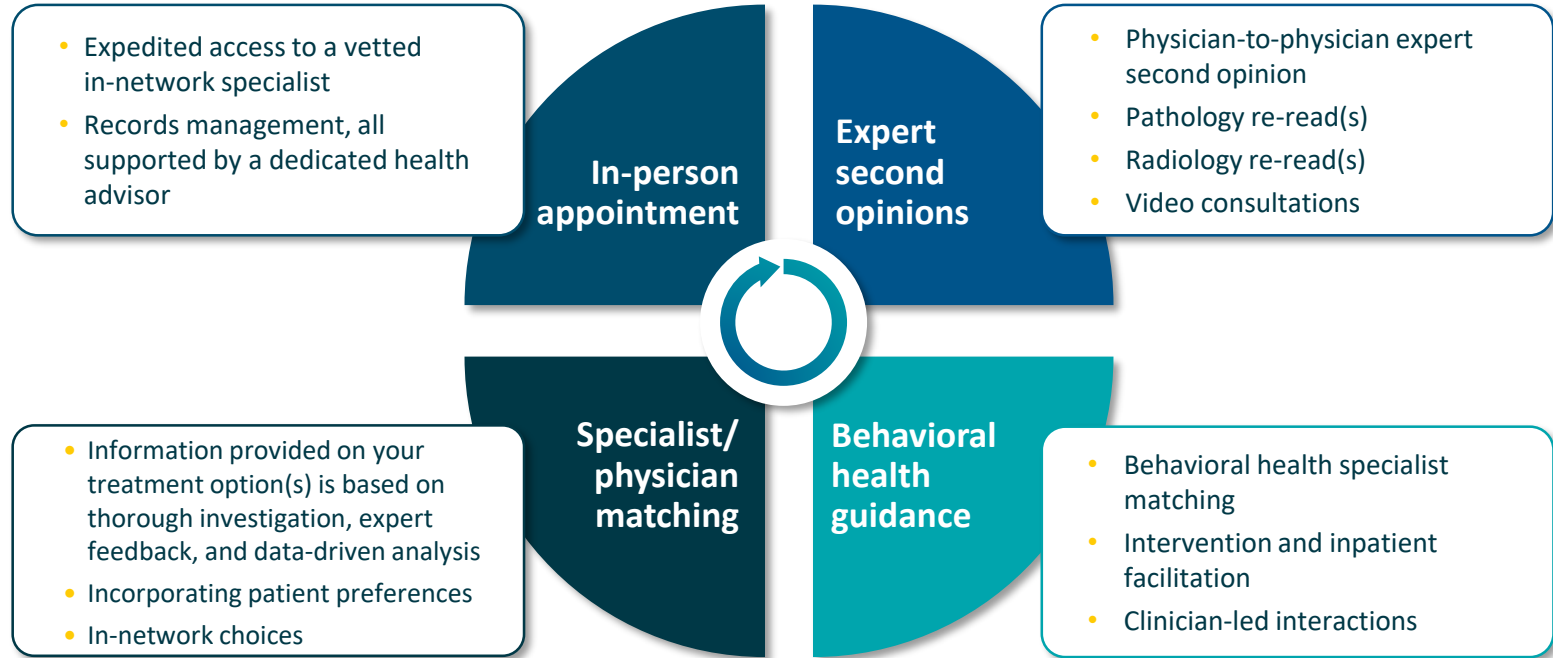


Contact your Health Navigator advisor when you need...

- ✓ Guidance regarding a new, critical, or complicated medical diagnosis
- ✓ Expert opinions for a serious medical condition
- ✓ A change in treatment approach from your physician or specialist
- ✓ A recommendation for surgery or major procedure
- ✓ Access to a top specialist or routine care doctor



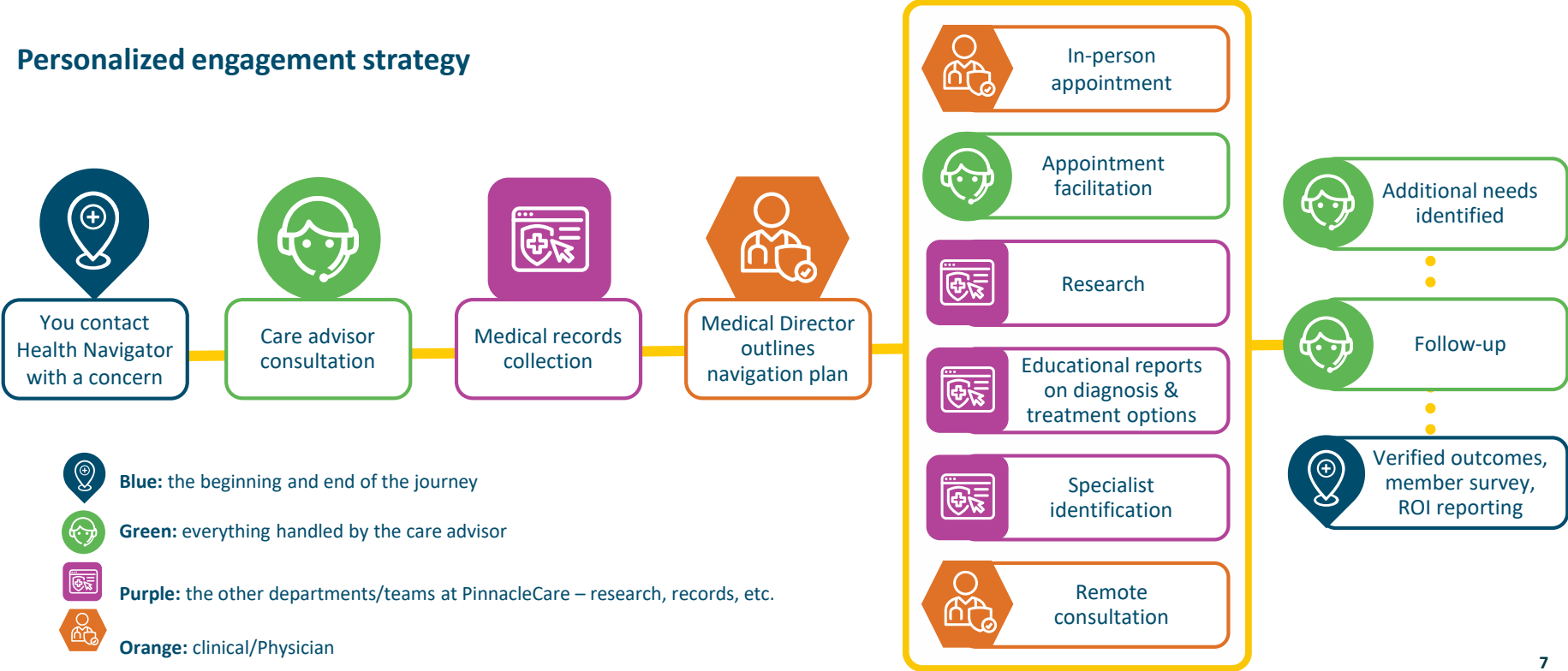
Member services & support available to you



Member experience timeline

DAY 1 ----- DAY 10

Personalized engagement strategy



Consultation and intake

- Employee engages with PinnacleCare or is identified via other means
- Intake Specialist consults with employee to review his or her medical situation
- Intake Specialist routes employee to a dedicated care advisor



Data collection

- Care advisor collects approval forms to retrieve relevant medical records from past providers
- Records collected and organized in average of 2-3 days
- Medical Director and advisory team review medical records to assess case
- Medical Director determines what type of specialist would be best suited for the case





Expert guidance

- Member is guided in terms of whether a facilitated appointment or virtual access makes sense
- Physician Referral Reports are created and reviewed by the Medical Director
- Reports provide thoroughly vetted physician options, based upon the member's unique situation
- Care advisor reviews reports with the member and guides the employee on appropriate options
- Facilitated access to expertise initiated via:
 - In-person facilitated appointment
 - Remote physician to physician written 2nd opinions
 - Virtual consultations via phone or video

Bill Resolve

Access to expert review and negotiation of your healthcare bills and claims over \$800

- **Billing & claim advocacy** – our team reviews and manages complicated bills, as well as provide resolution assistance with 3rd parties
- **Negotiation services** – our negotiators focus on reducing medical costs before or after treatments, and work to create an extended payment plan, if needed.



Member success stories

Avoided Overtreatment: Neuroendocrine Tumor

Situation

A 53-year-old male was diagnosed with neuroendocrine tumor of the pancreas. He underwent a biopsy and repeat PET scan, which revealed benign thyroid tissue and uptake within the lymph nodes and elevated chromogranin. He was referred to a radiation oncologist who determined the member's disease had metastasized and recommended radiation therapy.

How we helped

- ✓ Collected and reviewed the member's medical records
- ✓ Suggested that the member seek an expert opinion at a top Center of Excellence (COE)
- ✓ Reached out to the COE dedicated contacts, and the member was seen by a top medical oncologist with expertise in neuroendocrine tumors

Outcome

The specialist confirmed the diagnosis, however, radiation treatment was not recommended since there was no evidence of metastatic disease found. Instead, he recommended the member enter into an active surveillance program with repeat CT imaging in 6 months.



Avoided Overtreatment: Lumber Radiculitis

Situation

A 63-year-old female was diagnosed with right lumbar radiculitis and spondylolisthesis and had been experiencing increased back pain that caused an inability to complete daily activities. She was prescribed medications Lycria and Tramadol by her local pain management specialist. She was seen by a local orthopedic surgeon who recommended a decompressive Transforaminal Interbody Lumbar Fusion (TLIF).

How we helped

- ✓ Collected and reviewed the member's medical records
- ✓ Suggested that the member seek an expert opinion at a top Center of Excellence (COE)
- ✓ Reached out to the COE dedicated contacts, and the member was seen by a top spine specialist

Outcome

The specialist confirmed the diagnosis and medical regimen, however, the specialist did not recommend a decompressive TLIF. Instead, an alternative treatment option of epidural steroid injection and a referral to physical therapy was provided.



How can Health Navigator help me?

Health Navigator services may include:

- Expert medical opinion/confirmation of your diagnosis
- Research on your diagnosis and treatment options
- Customized report identifying top local, regional, or national specialists to fit your needs
- Facilitated appointments with top specialists or Centers of Excellence
- Collection, organizing, and forwarding of your key medical records
- Virtual consultation for second medical opinion if the specialist you need is out of your area

Contact us

www.PinnacleCare.com/health-navigator-support

888.352.4969