

Health Care Navigation

Employees generally find themselves on their own when it comes to understanding their medical plan. They're eager to find resources that can reassure them they are making the best decisions— from a partner like HealthChampionSM who can help navigate their medical plan benefits.

Administrative support for employees on a covered disability leave

- Easy-to-understand explanation of benefits—help identifying what's covered and what's not
- Step-by-step guidance on medical claims and billing issues
- Cost estimation for covered and/or non-covered treatment options
- Fee and payment plan negotiation
- Referral to financial resources for the underinsured and uninsured
- Explanation of the appeals process

Clinical support

- One-on-one reviews of employee health concerns
- Straightforward, easy-to-understand answers regarding specific diagnosis and treatment options
- Support and preparation for upcoming doctors' visits, lab work, tests and surgeries
- Coordination with appropriate health care plan provider(s)
- Referral to community resources and applicable support groups

Administrative and clinical specialists may also refer employees to DisabilityGuidanceSM EAP services and other work/life resources.

Who's eligible?

HealthChampion[®] (provided by ComPsych) is available for employees on a covered short- or long-term disability leave.

For more information on buy-up programs, including options that offer HealthChampion to all employees regardless of disability claim status, contact your Symetra representative.

Accessing services



Claimants can call **1-866-263-4365** to access the health care navigation program 24 hours a day, seven days a week.