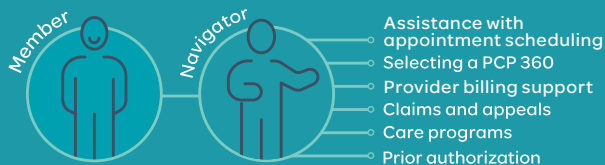# Let a health navigator be your guide

Moda 360 health navigators are a dedicated team that will help you identify, coordinate and connect with the many resources available to you as a Moda Health member. They will also help you navigate the complex healthcare system.

Before health navigators

Member **?**

- Assistance with appointment scheduling
- Selecting a PCP 360
- Provider billing support
- Claims and appeals
- Care programs
- Prior authorization

With health navigators

Member — Navigator

- Assistance with appointment scheduling
- Selecting a PCP 360
- Provider billing support
- Claims and appeals
- Care programs
- Prior authorization

With Moda 360,
the world of healthcare
revolves around you

moda
HEALTH

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Healthcare can be complicated. Moda 360 health navigators help make it easier for you.

Moda 360 health navigators understand the healthcare system. They also know about your benefits and how they work, as well as all the programs, services and tools available to you.

Call on a health navigator if you need help with:

Assistance with appointment scheduling

A health navigator can help you find in-network providers and specialists. They can also help you with setting up appointments.

Care programs

We have many resources that help members with certain conditions or concerns. A health navigator can help connect you to programs that are just right for you.

Prior authorization

Some medical services require prior approval to make sure they are medically necessary. A health navigator can assist you and your provider during this process and help with any questions you may have.

Selecting a PCP 360

A PCP 360 is a high quality primary care provider who delivers full-circle care, coordinating your care with other providers as needed. A health navigator can help you find and select a PCP 360. You can count on your PCP 360 to provide high quality care with lower out-of-pocket costs.

Claims and provider billing support

A health navigator will review all information about claims and explain the process for both you and your provider. If you have questions about a provider bill, a health navigator will answer your questions and can even work with your provider to resolve issues.