



# Blue Cross Coordinated Care Navigator<sup>SM</sup>

*Here to provide personal clinical guidance*



**Navigator provides broader access to clinical support that leads to greater engagement in managing overall health.**

## The value of Navigator

### To your business

- Increases the number of individuals targeted for care management and helps them better manage their conditions and removes barriers to care
- Provides clinical support and guidance to all of your employees and their family members
- Closes more care gaps and helps deter unnecessary health care spend
- Delivers a new, less complex health care experience and increases employee satisfaction with their health care plan

### To your employees and their families

- Increases convenient access to clinical expertise for those who need additional support navigating the health care system
- Guides them to the most appropriate care
- Improves health and well-being with support and resources provided by a Blue Cross care team
- Delivers proactive guidance and recommendations to promote confident decision-making

Navigator expands on the offerings of our Blue Cross Coordinated Care Core<sup>SM</sup> solution.

Features	Core	Navigator
Advanced analytics	X	X
Support from a nurse care manager	X	X
Interactive digital tools	X	X
Education and care coordination	X	X
High-dollar claimant review	X	X+
BCBSM Coordinated Care <sup>SM</sup> app	X	X++
Clinical navigators		X
Performance and value guarantees		X

*X+ For Core, our high-dollar claims team reviews members' claims that total at least \$150,000. Navigator has a lower threshold and reviews members' claims that total \$100,000 or more.*

*X++ With Core and Navigator, your employees will have access to the BCBSM Coordinated Care app. For Core, only employees enrolled in the care management program will have access to the app. For Navigator, all your employees will be given a specific access code that unlocks an app experience tailored to their needs, and the specific plans and programs available to them.*

## Powered by technology to deliver a personalized experience

Our advanced digital tools allow clinical navigators and care managers to provide a comprehensive and personalized experience for members.

- **Member snapshot:** Our cloud-based data and informatics system gives a complete, personalized view of each member, allowing the Blue Cross care team to provide consistent, aligned and impactful guidance and support.
- **Advanced analytics:** Data is used to generate proactive recommendations based on care gaps.
- **BCBSM Coordinated Care<sup>SM</sup> app:** Our easy-to-use app offers personalized recommendations and curated health and benefit content.



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