Personalized support for your health journey - Frequently Asked Questions

What is Health Navigator?

Health Navigator, powered by PinnacleCare, is a service that guides you to appropriate care and connects you with specialists for expert opinions on any health-related need. Our Care Advisors and Medical Director team is an unbiased resource to help you navigate health issues, confirm diagnoses, and explore treatment options.

How can I access Health Navigator?

- Call 888-352-4969 to speak with a Care Advisor (Monday - Friday, 8:00 a.m. - 6:00 p.m. ET)
- Visit **sunlife.com/healthnav**
- Use **Sun Life Health 360** to access support for your health and wellbeing

When should I contact Health Navigator?

- Have questions or concerns about a health-related need
- Receive a serious health diagnosis
- Are struggling with a serious condition
- Receive a recommendation for surgery or other complex treatment
- Experience a change in your current treatment plan

What services does Health Navigator provide?

Depending on your situation, Health Navigator may:

- Help you obtain a second opinion for a diagnosis or treatment plan
- Recommend top specialists for your condition
- Facilitate appointment scheduling: quicker, easier
- Research your diagnosis and answer your questions
- Coordinate gathering, organizing, and forwarding of your medical records

Can Health Navigator help me find a primary care physician?

Yes, we can help you find a primary care physician. We vet physicians to match your preferences and needs, considering their education, specialized training, areas of interest, and patient feedback.

How often can I use Health Navigator?

You can contact the Health Navigator team as often as needed for any health-related concerns or questions you or your eligible family members may have. There is no limit to how frequently you can use this service.

How does Health Navigator differ from my doctor and health plan?

Health Navigator works solely on your behalf to navigate your specific care or treatment as well as the healthcare system. Your dedicated Health Navigator team will:

- Guide you through what can be a stressful, confusing, and time-consuming process
- Determine if your diagnosis is correct
- Connect you with specialists about treatment options
- Collaborate with your doctor doctor and health plan as needed

We work to identify providers within your health insurance network. For out-of-network specialists, our care advisors can help educate you on what to generally expect regarding coverage and reimbursement. However, coverage will ultimately be based on your plan's specific out-of-network reimbursement level. We strongly recommend that you contact your health plan or claims administrator directly to confirm the exact details about your out-of-network coverage, as they can provide the most accurate and up-to-date information for your policy.

How does Health Navigator help me?

Our team is focused on improving member outcomes by:

- Empowering members to make well-informed decisions about their health and care
- Helping prevent unnecessary medical procedures and reducing the risk of misdiagnoses
- Efficiently streamlining the process of medical record collection and specialist research
- Connecting members with top-tier specialists carefully matched to specific needs

What happens when I contact Health Navigator?

When you reach out:

1. Our intake team will quickly confirm your eligibility
2. A Care Advisor will consult with you about your current health situation and needs
3. Our medical team will determine the appropriate course of action to support your specific health needs.

Is there a cost for using Health Navigator?

There is no cost to you to use Health Navigator services.

Are my conversations with Health Navigator confidential?

Yes, all interactions with Health Navigator are confidential. We are HIPAA-compliant and maintain the privacy of your protected health information.

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