



# Understanding the Care Navigator Program

## What is the Care Navigator Program?

The Care Navigator program provides support to members to assist in navigating the complexity of healthcare and insurance. A Care Coordinator will provide members with the tools and resources to help manage their health.

## Services Offered

Members will be contacted via mail to participate in the complex care management program if they need assistance with one of the following:

- Finding low-cost providers and services
- Scheduling provider appointments
- Understanding NexUS Flint Hills
- Finding available community resources
- Emergency Room/ Hospital Follow-up Care
- Provide needed resources to help manage health conditions and improve self-care

## Follow Up Care

One of the most important functions of the Care Coordinator is to assist in the coordination of care during transitions. Every member discharged from the emergency room or hospital admission will receive a follow-up call from the Care Coordinator. The Care Coordinator will help with discharge instructions as well as scheduling any necessary follow-up appointments.



**Contact the Care Coordinator**  
Available Monday thru Friday 8:00 am - 5:00 pm



Call (316) 221-2668



Text (316) 669-4399



Email [CareNavigator@ProviDRsCare.net](mailto:CareNavigator@ProviDRsCare.net)



Live Web Chat from our webpage at  
[www.providrscare.net/members](http://www.providrscare.net/members)