



# Transforming the Healthcare Journey

## Customized Member Care

Prime Dx's Care Navigation program ensures that members receive access to quality care at the lowest possible costs. Our expert team of licensed nurses and staff deliver individualized concierge service to members through every step of their healthcare journey, managing referrals to quality Preferred Providers and Facilities, coordinating travel arrangements, and providing thoughtful follow-ups post procedure or service.

## The Member Journey

### Care Navigation's Comprehensive Care Guidance

We understand that navigating the complexities of healthcare can be challenging. That's why the care navigation services of our Prime Dx medical management solution is designed to *seamlessly handle every aspect of the healthcare journey*. From the initial referral intake to post-op care, we ensure that each step is managed with precision and care, providing every member with peace of mind that they are in expert hands.



## Care Navigation Redefined



### Preferred Surgery Centers:

Nationwide access to quality facilities with top surgeons and anesthesiologists.

### Estimated Savings Per Case:

**\$13,258**



### Advanced Imaging:

Nationwide access to preferred radiologists and imaging centers for MRI, CT, & PET scans.

### Estimated Savings Per Case:

**\$1,306**



### Virtual Physical Therapy:

Members can recover in the comfort of their own homes by scheduling sessions with a licensed physical therapist.

### Average Savings Per Visit Series:

**\$650**

## The Care Navigation Difference



### Cost Savings:

Working with strategic partners, we drive significant cost savings and optimal medical outcomes by navigating members to quality Preferred Providers and Facilities.



### Member Satisfaction:

94% of members who scheduled a service through Care Navigation in 2023 would recommend the program to fellow coworkers.



### Member Support:

From initial outreach to service completion, our team supports members through active communication and education, helping to simplify complexities along their journey.

**"This was the easiest process I've been through for a procedure. The Navigation nurses helped with situations I thought I would have to deal with. It was so smooth and easy! I wasn't stressed. I wasn't worried. They took care of me and it was greatly appreciated!"**

*Member - Mackenzie, 2023 Care Navigation Client*

## Empower Your Members

Join us in transforming healthcare management for your members. Reach out today to discover how our Care Navigation services can make a difference in your healthcare offerings.

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