

# Transforming the Healthcare Journey

## Customized Member Care

Boon-Chapman'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 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.



**Opportunity Identified:** Referral received for member requiring medically necessary surgery, advanced imaging, or virtual physical therapy.



**Educational Outreach:** Member contacted regarding benefits of utilizing Care Navigation services.



**Obtain Medical Records:** Release of information forms and provider contact.



**Coordination of Medical Service(s):** Facilitates scheduling with Preferred Providers.



**Streamlined Process:** Ensures Providers have all required tests/clearances prior to date of service.



**Travel Concierge:** Coordinate flight, hotel, and car service.



**Post-Service Care:** Stays engaged with member to foster optimal recovery experience.

## 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:

92% of members who scheduled a service through Care Navigation in 2024 were satisfied with their provider experience.



### Member Support:

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

"I was really impressed with how every time I had a question about anything from the doctor visits to the surgery, recovery and post, everyone was very professional and knowledgeable about their job. I was very nervous at first, but all the nurses, Doctors and the staff held my hand through it all. My quality of life has changed. I'm now more active than before, I'm pain free. I'm looking forward to hiking with my husband."

*Member - Becky, 2024 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.

Phone: 800-252-9653 | Email: [sales@boonchapman.com](mailto:sales@boonchapman.com)

[www.boonchapman.com](http://www.boonchapman.com)