

Compass Navigator



DESCRIPTION

Healthcare Navigation

Health benefits can be confusing, medical costs are rising, and finding the right care solutions can be frustrating and time consuming. Compass simplifies the healthcare experience. A dedicated team of highly trained Health Pros:

- Help members understand insurance benefits
- Provide guidance related to plan selection
- Explain care options
- Review medical bills and resolve errors
- Assist with scheduling appointments
- Help with issues related to dental and vision benefits
- Respond to most requests by the next business day
- Have passed rigorous credentialing and completed extensive training

Price Transparency

In-network healthcare prices can vary by 300% or more, and online physician ratings and reviews aren't always accurate. Compass provides tools to help members lower their healthcare costs and make better healthcare decisions.

Members can:

- Find highly rated doctors, dentists, and eye care professionals in their area who meet their personal preferences and healthcare needs
- Get price comparisons before receiving procedures and care
- Compare medication prices and help lower the cost of prescriptions

HOW IT WORKS

1. Members email or call to speak with a Health Pro. Health Pros are available Monday to Friday, 8 am to 6 pm Central Time, and an answering service is available after hours
2. Members log on to **MyBenefitsWork.com** and click Compass Navigator to access healthcare pricing comparison tools

BENEFIT PROVIDER BACKGROUND

Compass Navigator is Alight Solutions' healthcare navigation solution. As a leading provider of human capital solutions, Alight helps our clients and their people navigate the complexity of health, wealth and HR. Healthcare can be frustrating. We believe changing that experience into something positive starts with the support of a passionate team of real people. Health Pro® consultants have created an exceptional health benefits experience for more than 2,000 companies nationwide – helping people navigate the complex healthcare landscape more than 1.5 million times. With Compass Navigator, you can help your people maximize their benefits, improve outcomes and lower overall health plan costs for your organization.

FAQ

What can Compass help me do?

Compass can help you understand insurance benefits, find highly rated doctors, save money on healthcare, pay less for prescriptions, resolve billing errors, and schedule your appointments.

How long will it take Compass to respond to my request with an answer?

Most requests are answered by the next business day – bill reviews and appeals often take longer.

Does Compass need permission to speak with my doctor or insurance company?

Yes. You will need to fill out an authorization form giving Compass permission to advocate for you on your behalf.

Can Compass assist with issues related to dental and vision benefits, reviewing medical bills, and assisting members of the household who are on a different insurance plan?

Yes, Compass can help with all of these things!

How does Compass Price Transparency work?

Compass can help you find highly rated, cost-effective providers and care, compare costs for procedures and care, and find lower cost alternatives for prescriptions.

DISCLAIMERS

Compass will never share protected health information (PHI) with your employer. Compass does not provide medical advice or replace your doctor. Compass is unable to assist during medical emergencies. Compass provides unbiased recommendations and is not affiliated with anyone that we recommend.