

CareNav Advantage



Your surgical and specialty care benefit

Need surgery or specialty care? One call to Personify Health Member Services connects you with a dedicated clinician who finds you a top provider, coordinates everything, and gets you care at \$0 out-of-pocket — no prior authorization needed.

How it works

- 1 Call Personify Health Member Services when you have a surgical need or specialty care question, no referral required. You'll need your doctor's order for non-surgical care or a consult for surgical care.
- 2 Your Personify Health Case Manager checks your eligibility and talks through your case with you.
- 3 We match you with a top provider in our network and set up your referral.
- 4 We schedule your appointment and send you a payment voucher to bring with you.
- 5 You get care at a top facility. Provider, facility, and anesthesia are all included in one price.
- 6 We handle payment directly with the provider. You never see a bill.

What's covered



Joints & muscles



Heart & imaging



Cancer & transplants



Women's health



Behavioral health



General surgery



Specialty drugs



And more

Who takes care of you

Licensed RNs and social workers

Every case is managed by a clinician, not a call center rep, so you get the right level of care.

One person, start to finish

Your case manager owns your case, so you never have to repeat your story.

Only top performing facilities

Fast provider payment means only high-quality facilities choose to work with us.

Ready when you need it

Call Personify Health Member Services at the phone number on your ID card or email: CareNavAdvantage@personifyhealth.com before you schedule any surgery or specialty care. We'll take it from there.