

A cancer diagnosis can turn a patient's and family's world upside down in an instant. It's like waking up in a foreign country with no guide book or map, a new language to learn, and you don't even know what you don't know.

Your employer has made it a priority to help its employees face the uncertainties of a cancer diagnosis by offering you Navvisa's cancer navigation services. Our certified oncology experts provide 1:1, concierge-style support at no cost to you.

We are the support we hope you never need. But if you do, be assured that that you will have your own, personal team advocating for you at each step of the way.

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## FREQUENTLY ASKED QUESTIONS

### **Q: OK—I'm curious. What does Navvisa really do?**

A: We are your personal guides with you at every step of your cancer journey. We'll create a roadmap for your care. Be on call to answer questions. Virtually attend your doctor appointments with you. Keep the various members of your care team talking to each other. Collect and distribute test results. Help find clinical trials or second opinions. Obtain pre-authorizations and provide billing support. Create a wellbeing plan for emotional support. And help you find your voice.

### **Q: What do you mean by "1:1, concierge-style" support?**

A: When you use our services, you will be assigned a care team that will follow you throughout your journey. This approach means you have a team that can see the complete picture of your care and not just one provider's viewpoint. In addition, we virtually attend your doctor's appointments with you. This means you can focus on listening while we make sure all your questions are answered.

### **Q: Will my boss know about my cancer if I use your service?**

A: No. We never reveal information about your care to your employer. Only you can share that information. We are HIPAA compliant and your employer only gets reports on the total number of users of our service with no identifying information.

**Q: Who is Navvisa for?**

A: Our service is for employees and their adult dependents. As the employee you could be either the patient or caregiver. While both roles test you in different ways, they do share a lot of the same time-consuming and emotionally fraught challenges, such as coordinating appointments, getting timely and accurate information, exploring treatment options, and finding support services—amongst many others. And your employer wants to do whatever it takes to make this easier for you.

**Q: Can I use Navvisa for family members?**

A: Yes, if your family members are adults who are covered by your company's health insurance. In addition, if you find yourself in the caretaker role for a parent or other adult family member who is not on your health insurance, you can still take advantage of the benefits we offer to caretakers.

**Q: Do you work with children?**

A: Not at this time. Pediatric cancer is a specialty unto itself and requires a different team with very specialized skills. Our services are available to adults ages 18 and over.

**Q: What if I am taking care of someone with cancer?**

A: We are here to help you if you are a caretaker for a parent or other adult family member. The journey for a caretaker will look a bit different from the path patients take, but many of our service offerings are applicable to both cases.

**Q: What are certified cancer experts?**

All Navvisa nurses are cancer specialists with certifications for oncology care.

**Q: Will I speak to the same person each time?**

A: You will be assigned to a team that includes your primary oncology nurse and on-call nurses. Most of your interactions will be with your primary nurse, but the on-call nurses will fill in as needed. Any interaction with on-call nurses will be shared with your primary nurse for continuity of care. In addition, our member support staff is available to help schedule appointments and respond to your general questions.

**Q: Do I see you instead of a doctor?**

A: No. Our role is not to practice medicine, and we do not replace your care team. Our role is to serve as a guide and advocate. Various doctors will come and go throughout your care; Navvisa sticks with you the entire time. We get to know you and your wishes, and make sure you get the best treatment for your needs, wherever you are on your cancer journey.

**Q: Can you help me get a second opinion or a clinical trial?**

A: Yes. Our RN oncology specialists can help find and identify expert resources and clinical trials that may be appropriate for you. The Navvisa team will help you set up appointments.

**Q: Can you prescribe medications?**

A: No. But we can work with your doctors to manage your prescriptions.

**Q: How do I reach you?**

A: You can reach Navvisa by registering on our website, or by calling our 844-NAVVISIA (628-8472). Our member coordinator will call you to schedule a telehealth appointment. The Navvisa team is available 6am-9pm Pacific Time, 7 days a week.

**Q: I work remotely. Is that a problem?**

Not at all. Since all our interactions are through telehealth and a patient portal Navvisa can serve you if you. We do not serve individuals residing in certain countries at this time.

**Q: Can you help me with my insurance claims?**

A: Absolutely! Receiving bills for cancer care is a major stressor for people dealing with cancer and a place where we can ease your burden. We offer specialists in cancer claims and billing who know how to solve insurance challenges.

**Q: I'm overwhelmed. This isn't really a question, but I need to tell someone.**

A: We completely understand. Many members of our team have been there as patients or caregivers. Our Director of Nursing has faced two different primary cancer diagnoses herself. We know the emotional toll cancer can take, and we want you to know that we value mental wellbeing as much as physical wellbeing. This is the heart of our mission and why we believe every cancer patient deserves a personal guide who can help ease the way.