



How Health Navigator, powered by PinnacleCare can help

We are here for you

Contact us when you or a covered family member is looking for guidance on any health-related condition – not just those that are really complicated. Our goal is to support you by being your advisor and helping you navigate the world of healthcare. Health Navigator supports a wide variety of care navigation needs, including but not limited to:

- Scheduling/questions on routine care
- Exploring treatment plans and options (for anything from a sports injury to a cancer diagnosis)
- Questions about a surgery
- A new serious diagnosis

By covering all conditions, we can help you feel empowered to make informed health decisions, no matter what type of condition you are dealing with.

A healthcare challenge can strike when you least expect it and may leave you with questions:

- Is my diagnosis correct?
- Is this the best treatment for me?
- Am I working with the right specialists?
- Should I get a second opinion?

Health Navigator's personal care advisors are made available at no cost to you through your company's paid benefit program and our expedited services are completely confidential.

We are here to help you get the answers you need

We understand how it feels to be diagnosed with a life-altering condition, especially when it is unexpected. With Health Navigator, you'll receive the guidance you need to connect with the right specialists in your network, at top medical institutions, to receive the best treatment options for your healthcare challenge. When you're faced with a serious medical condition, knowing where to go, what to do, and how to get care will help you make confident decisions for better health outcomes.

Services include:

- Dedicated care advisors to provide personal guidance on your treatment options
- Expert opinion on your diagnosis
- Collection and organization of important medical records
- Facilitating appointments (in-person or virtually)
- Connecting you with top specialists and medical institutions
- Assistance finding a new routine care physician or specialist

Navigating the healthcare system can be difficult, time-consuming and stressful – but it doesn't have to be.

Health Navigator, powered by PinnacleCare can help.

For help with any health-related need for you or a covered dependent connect with a **Health Navigator Care Advisor**.

Visit sunlife.com/healthnav, or call **888-352-4969**. Representatives are available Monday through Friday 8:00 a.m.–6:00 p.m. (ET).

[Learn more](#) about your Health Navigator benefit.

PinnacleCare is a member of the Sun Life Financial Inc. ("Sun Life") family of companies. PinnacleCare and its employees do not diagnose medical conditions, recommend treatment options or provide medical care, and any information or services provided should not be considered medical advice. Any medical decisions should be made only after consultation with and at the direction of your medical provider. Any person or entity who provides health care services following a referral or other service provided does so independently and not as an agent or representative of PinnacleCare.

© 2023 Sun Life Assurance Company of Canada, Wellesley Hills, MA 02481. All rights reserved. The Sun Life name and logo are registered trademarks of Sun Life Assurance Company of Canada. Visit us at www.sunlife.com/us.

GSLFL-EE-10633-h

#1266929927 12/23 (exp 12/25)

