

Warrior Navigation & Assistance Program



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HUMANA MILITARY.
HEALTHCARE SERVICES



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Warrior Navigation & Assistance Program

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- Warrior Support
- Family Support
- Coordination & Navigation
 - Federal Recovery Coordinators
 - Military Treatment Facilities
 - Veterans Medical Centers
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Mission



- To provide guidance and clinical support to military and civilian health care professionals with treatment, rehabilitation and reintegration of recovering warriors enabling them to return to active duty or back home to the community as productive veterans.
- To help guide recovering warriors and their families through the maze of healthcare systems.
- To connect recovering warriors and their families with available resources that can help them resolve issues.



Goal

- To advocate on behalf of the recovering warrior and their family to ensure they meet all their goals whether physical, behavioral or social.

- No issue goes unresolved.

Overview



***Guidance - - - - Connecting Resources - -
- - Problem Solving
for
Recovering Warriors & Families***

Approach

- Holistic view of recovering warrior's needs
- Based on an assessment and evaluation
- Specialized multi-disciplinary team
- Separate 1-800 Line
 - 1-888-4GO-WNAP (1-888-446-9627)
- Four Pronged Approach
 - Assist in navigating through government systems
 - Education on health care benefits
 - Systematic problem solving
 - Clinical care coordination

Warrior Support

- Medical billing and claims issue resolution
- Navigating TRICARE, Medicare and Veterans system health care benefits
- Assistance in locating specialized medical equipment
- Connecting with resources to meet basic needs (food, shelter, transportation)
- Linking with behavioral health resources
- Assistance with transitional care when relocating

Family and Care Giver Support

- Medical billing and claims issue resolution
- Respite Care
- Connecting with resources to meet basic needs (food, shelter, transportation)
- Linking with behavioral health resources
- Guidance on Health Care Benefits

Coordination & Navigation

- Referral/Authorization Coordination Region to Region
- Specialized Durable Medical Equipment or Home Modification
- Transition from Active Duty Options
- Navigation through TRICARE – VA – Medicare – Medicaid – Private Funding
- Intervention with Pharmacy

Federal Recovery Coordinators

- VA Employees Assigned to MTFs or Other Sites who Manage the Most Seriously Injured Based on Fixed Criteria
- Liaison Between FRC and WTU for Warriors Enrolled to the Federal Recovery Program
- Seven FRCs Located in the South Region (Case Load is Not Region Based)
 - Brooke Army Medical Center, Fort Sam Houston (3)
 - VA Houston (1)
 - Eisenhower Army Medical Center, Fort Gordon (2)
 - VA Tampa (1)

Military Treatment Facilities Warrior Transition Units

- **Assist with Enhanced Standards when Difficulties are Encountered**
- **Assistance with Urgent Referrals to Specialist**
- **Challenging Cases**
 - **Eligibility,**
 - **Enrollment,**
 - **Provider Location,**
 - **Non-Covered Services,**
 - **Unique Referrals**
- **Other Government Program Guidance**
- **Liaison and Coordination**

Community Based Warrior Transition Units

- Health Care Navigator Assigned to Each CBWTU
- Monthly Meetings
- Quarterly Musters
- Expedited Enrollment
- Difficult Network Appointments
- Liaison with Military Medical Support Office for Expedited Approval
- Claims Resolution
- Enhanced Access Standards
- Consult Result Assistance
- Coordination Between WTU and CBWTU

Veteran's Medical Centers

- Liaison Between MTF and VA
- Referrals for MOA (TBI, SCI, Blind Rehab, and Polytrauma)
- Monthly Meetings
- Claims Resolution
- Referral Assistance

Civilian Providers & Facilities

- Advise on Wounded Warrior Issues
- Non-Covered Service Claim Filing Assistance
- Liaison Between Warriors and Providers
- Liaison Between VA and Providers
- Liaison Between MTF and Providers

Points of Contact

- 1-888-4GO-WNAP (1-888-446-9627)
 - Health Care Navigator
 - Nurse Navigator
 - 24/7 Messaging
- Margaret Wilson, RN, CCM - Supervisor
- Kirsten Dugan, RN - Manager

Summary

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Promise

“Providing guidance and assistance to recovering warriors and their families when they need it the most.”

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