



HEALTHWATCH
NURSE NAVIGATOR

LET US
HELP YOU



Clinical Guidance
and Education by a
Registered Nurse



Obtain Medical Records
for Appointments for
Providers Located by
Nurse Navigator



Locate Provider Options
for Medical Services



Assistance with Provider
Negotiation



Schedule Appointments
for Providers Located
by Nurse Navigator



Assist Members with
Complex Diagnosis and
Medical Needs with Locating
Providers and Facilities

Contact Your Nurse Navigator today! When you contact GPA, Member Services will answer questions about your group health plan, confirm your member responsibility for medical services, and connect you to Nurse Navigator.

Local Phone: 972.238.7900 • **Toll Free Phone:** 800.827.7223

Email: memberservices@gpatpa.com

Office Hours: 7:00 a.m. – 9:00 p.m. CST Monday – Thursday
7:00 a.m. – 7:00 p.m. CST Friday



Clinical Guidance and Education by a Registered Nurse

Your Nurse Navigator will provide education regarding your treatment plan, diagnosis care options, medications, and any other questions you may have. Your Nurse Navigator can also assist you with the best provider care options, whether visiting a Primary Care Physician or a Specialist.



Locate Provider Options for Medical Services

Your Nurse Navigator will help connect you with the right provider services based on your needs including, physician services, inpatient/outpatient facilities, durable medical equipment, home health care, and therapy.



Schedule Appointments for Providers Located by Nurse Navigator

Get help setting up doctor appointments that fit into your schedule with your Nurse Navigator coordinating the details, including obtaining any indicated paperwork or forms for you to complete prior to your appointment and providing you with maps/directions as needed.



Obtain Your Medical Records for Appointments

To prevent duplication of services and encourage care coordination between providers, your Nurse Navigator can aid in obtaining signed medical release forms from you to request your medical records.



Assistance with Provider Negotiation

Providers may be unwilling to accept your group health plan at times or they don't recognize the plan on your ID card. If this happens, ask them to call GPA Member Services and we'll talk to your provider and explain your benefits. We will connect you with Nurse Navigator who will collaborate with you and your providers for the best possible outcome depending on your group health plan.



Assist Members with Complex Diagnosis and Medical Needs with Locating Providers and Facilities

Your Nurse Navigator will locate physician, hospital, or other medical provider options for you to select from to coordinate your specialized medical care and treatment.



Disclaimer: GPA Nurse NavigatorSM is brought to you by your employer and administered by Group & Pension Administrators, Inc. This program is offered at no cost to you as part of your health plan benefits. Your participation is voluntary with privacy, confidentiality, and protection of your health information a priority for your employer and Group & Pension Administrators, Inc. Calls are answered by a highly qualified Nurse. You will hear back about your request from your personal Nurse Navigator within 2-3 business days. During this time, Nurse Navigator is busy researching on your behalf to provide you with the best possible options to meet your request. If Nurse Navigator requires additional time to complete the research for your request, you will be contacted with status updates.