



What is Health Care Navigation?

As a part of SSVF services, enrolled Veterans and dependent family members have access to a Health Care Navigator who will assist with **medical, mental and dental care** resources, whether through the VA, private practices or community-based centers of care.

How does it work?

Case managers assigned to a qualified Vet who has been identified in need of health care guidance refer that Vet directly to the Health Care Navigator who will reach out to them directly to do a full evaluation of those needs. Some of the evaluation items discussed are:

- Does the client have established healthcare, and if so, where from?
- Does the client have insurance, Medicaid or Medicare?
- Do they receive VA disability benefits?
- Are there transportation barriers to getting health care?
- What are their personal goals in this process?
- Are there any substance dependency issues?
- What are their biggest concerns in pursuing health care?

What does the Health Care Navigator provide for the Vet?

- Develop a plan of health care goals to support the Vet and family.
- Research medical, dental and mental providers who will work with the Vet and family based on their insurance/VA situation.
- Assist with Medicare/Medicaid/Insurance resources.
- Offer temporary transportation upon availability until permanent options are established.
- Conduct weekly (if not more frequently) follow-ups to ensure appointments were met and establish next steps.
- Support in difficult times to overcome life barriers that impact the client's progress.
- Update Case Managers as needed on progress, concerns.
- Research medical devices available to Vets for various conditions

All referrals must be emailed to kowilliams@obfh.org. Vets who are referred when the case load is full will be placed on a waiting list but will be contacted immediately for an initial introduction. Any questions can be directed to Kate Williams at the email above or via phone at 407-413-3784.