



# UNDERSTANDING THE NEED FOR NAVIGATION

It doesn't have to cost more to be a company that cares more

Healthcare navigation is one of the fastest-growing industries in the country, with 74% of large employers\* currently using or planning to implement a navigation solution in the next year.

To meet the increased demand, the number of navigation providers is also growing rapidly. Before choosing which partner is right for your company, it's important to understand what you're getting.

As the creator of the navigation industry, Quantum Health is uniquely positioned to understand what it takes to be a successful partner. We offer the most **comprehensive, effective** solutions available, delivering **proven results** for more than two decades.



## WHAT NAVIGATION MEANS AT **QUANTUM HEALTH**

### A FLEXIBLE SOLUTION THAT ...

- Makes healthcare **simpler** and more **cost-effective**
- Connects the consumer, provider and payer with a **single source of contact**
- Prioritizes the **health** and **wellbeing** of members, with **early intervention** to address problems before they grow more serious
- Uses **clinical expertise** and **data insights** to improve health outcomes
- Includes a human touch, with personalized support centered around **love** and **care**
- Offers a **user-friendly experience** across multiple platforms
- Covers the duration of a member's healthcare journey, including **proactive engagement** and follow-up discussions
- Delivers proven results for employers, including **an average 9% ROI** in the first three years and Net Promoter Scores<sup>®</sup> in the mid 70s



## WHAT NAVIGATION IS **NOT**

### A RIGID MODEL THAT ...

- Relies solely on **automated messaging** without human interaction
- Refers members to covered providers and stops the journey there
- Offers personalized support **without utilizing clinical expertise** in its model
- Only responds when a member initiates contact
- Processes claims **without advocating for members** to ensure they are receiving cost-effective care
- Fails to provide a single source of contact
- Covers claims costs or provides insurance coverage

Connect with us at  
[quantum-health.com/contact](https://quantum-health.com/contact)  
to learn more.

\*Business Group on Health, 2023 Large Employers' Health Care Strategy and Plan Design Survey.