

Welcome to Queensland Country **Care Navigation**

The Queensland Country Health Fund team and I take our Members' health and wellbeing seriously. Our service commitment is supported by our company's vision - we aim to be the most valued health fund in Queensland.

We established Care Navigation to improve the health and wellbeing of our Members, especially those living with chronic disease. The service's Care Coordinators will provide valued support to those living with illness to help them understand and manage the treatment of their condition.

I am proud to offer Members Care Navigation as an extra benefit to support their ongoing health needs.

Glenn Seri

Executive Manager

Queensland Country Health Fund

How to contact us

If you have any questions or need more information, please contact us:

Phone 1300 848 034

Fax 07 4412 3899

Website queenslandcountry.health/carenavigation

Email carenavigation@queenslandcountry.health

Post PO Box 42, Aitkenvale QLD 4814

Introducing Queensland Country Care Navigation



**Queensland
Country**
Care Navigation

Queensland Country Care navigation Pty Ltd ABN 92 610 024 916
QCCN 0041 - V1.0 - 0116



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Guiding you to better health

Queensland Country Care Navigation Pty Ltd (ABN 92 610 024 916) is an independent subsidiary of Queensland Country Health Fund Ltd (ABN 18 085 048 237).

Launched in 2016, Care Navigation works with Queensland Country Health Fund Members, specifically those living with a chronic illness or a recent discharge from hospital to understand and better manage their health.

Care Navigation's Care Coordinators review Queensland Country Health Fund's hospital claims and identify Members who may benefit from extra support to improve their health, wellbeing and overall quality of life.

Care Navigation is operated by experienced Australian Registered Nurses (Care Coordinators) who work in partnership with the Member and their existing health professionals to help identify opportunities or contacts in their local area that might help them better manage their health.

Care Navigation will contact the Member and discuss their current health status.

If a Care Coordinator identifies that the health fund Member might benefit from additional support, they will conduct an in-depth assessment and devise a personalised care plan incorporating the Member's existing health partners.

Our Care Coordinators understand how difficult it can be to identify and access eligible healthcare services and will help Members find supportive in-home services in addition to improving access to local community programs, support groups and health professionals.

Members' privacy is respected at all times. The Care Coordinator will seek permission or consent from the Member for any referrals or recommendations to third parties.

Frequently asked questions

Why have you contacted me?

Based on Queensland Country Health Fund hospital claims, a Care Coordinator has identified that you might benefit from Care Navigation, due to a recent discharge from hospital or that you are living with a chronic disease.

How will Care Navigation work for me?

A Care Navigation Care Coordinator will work with you to design a tailored health management plan based on your goals and your support needs. Our aim is to support you to stay safe and well at home for as long as possible.

How much will it cost me?

Queensland Country Health Fund offers Care Navigation to Members at no additional cost. Third party service providers may charge a fee for services but we will let you know and obtain your agreement before we arrange any services for you.

Is participation voluntary?

Yes. Participation in Care Navigation is voluntary. Health fund Members can opt in and out of the service at any time with no effect on their health fund policy or premiums.