



BRINGING CARE BACK TO HEALTHCARE



SUPPORT WITH APPOINTMENTS

Navigators help patients schedule and attend appointments, remind them of the visit's purpose, and take notes on what is discussed with the doctors.



CONNECT TO RESOURCES

Navigators meet patients where they are to understand their current healthcare and SDOH needs and helps connect them with resources available.



ASSIST WITH MEDICATION

Navigators assist with medication reconciliation, helps reinforce patient education about their medications and how to best manage them.



COORDINATE TRANSPORTATION

Navigators help coordinate transportation to and from appointments when needed, ensuring patients arrive safely and on time—reducing missed visits and no-shows.



PROVIDE ONGOING SUPPORT

Navigators serve as a second set of ears during doctor appointments, helping patients understand their care plan and follow-ups—improving engagement, health literacy, and outcome.



NO COST

This service is 100% covered through eligible insurance. Patients will not be responsible for any cost of services provided by Gellert Health.



OUR 3-STAGE PROCESS

Gellert Health utilizes a personalized, collaborative model called “**I Do** | **We Do** | **You Do**” to help patients build independence and confidently navigate their healthcare journey.

I DO

The Navigator coordinates appointment scheduling, transportation, and attends healthcare visits with the patient, including primary care, specialists, labs, imaging, and other medical services. The Navigator also supports patient with medication adherence, life skills development and connecting to social services.

WE DO

The Navigator helps patients build confidence in scheduling their own appointments by providing support, resources and education as needed. When necessary, the Navigator meets patients at their appointments. Most of the time, patients are able to arrange their own transportation independently.

YOU DO

The patient is confident in scheduling and attending healthcare appointments and managing their medications independently. The Navigator maintains regular contact to provide support when needed. The patient is able to handle their own transportation.

Contact Us: 602-319-1321 **Email:** referrals@gellerthealth.com

Website: www.gellerthealth.com/programs/



GELLERT HEALTH

INTEGRITY QUALITY KINDNESS

OUR MISSION

BRINGING CARE BACK TO HEALTHCARE

Everybody needs a somebody, and for many of our patients, we are that somebody. We meet each patient where they are to assess and understand their needs and walk with them towards improved autonomy in managing their healthcare and wellbeing.

WHO WE SERVE

We specialize in person-centered health navigation for:

1. Chronically ill with co-morbidities
2. Frequent utilizers of Emergency Departments
3. Medically vulnerable
4. Elderly
5. Homeless
6. Maternity

ELIGIBILITY REQUIREMENTS

- Patients 18 years of age or older
- Patients who live within 30 miles of Downtown Phoenix
- Patients enrolled in one of the following AHCCCS (Medicaid) Plans:
 - Mercy Care
 - Mercy Care ALTCS
 - Mercy Care RHBA
 - Molina Health Care
 - United Healthcare Community Plan
 - United Healthcare ALTCS
- Medicare Plans are accepted ONLY WHEN there is secondary coverage by one of the AHCCCS Plans listed above.

HOW TO REFER

Patients must be referred by a healthcare provider or case manager.

1. Fill out the one-page referral form
2. Email form to referrals@gellerthealth.com
3. Receive confirmation of your processed referral and Gellert Health will keep you updated along the way!

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