



HEALTHWATCH
NURSE NAVIGATOR

LET US
HELP YOU



Calls Answered by a
Highly Qualified Nurse for
Guidance and Education



Obtain Medical Records
for Appointments for
Providers Located by
Nurse Navigator



Locate Provider Options
for Medical Services



Consult with Bilingual
Staff Members



Schedule Appointments
for Providers Located
by Nurse Navigator



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

GPA Nurse Navigator is available to help locate providers during the COVID-19 pandemic.

**CONTACT YOUR NURSE
NAVIGATOR TODAY!**

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



Calls Answered by a Highly Qualified Nurse for Guidance and Education

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 with choosing the best course for your care, 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.



Consult with Bilingual Staff Members

With Nurse Navigators available to help you in both English and Spanish, we ensure that the information and support you need is readily available.



Assist Members with Complex Diagnosis and Medical Needs Locate 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.