

# Warrior Navigation & Assistance Program

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# Agenda



- Overview
- Mission
- Goals
- Approach
- Contacts

# Warrior Navigation & Assistance Program



*“Warrior Navigation and Assistance Program (WNAP) was created by Humana Military to help guide warriors and their families through maze of health care systems, connect them with the resources to return them to productive lives, and help them over the hurdles they encounter.”*

- Established in December 2007 by Mr Larry Burchfield
- Not a contractual requirement in TNEX
  - Developed as “above & beyond” by Humana
- Government accepted bid and program
  - Included as enhancement in T3 contract for the South Region

- Dedicated solely to Wounded Warriors and their families
- Since inception 21,128 members have been assisted
  - 3554 members assisted in 2013
  - Currently 98 open cases
    - Cases followed until all issues are resolved

# MISSION



- Guide recovering warriors and their families through the maze of healthcare and community systems
- Connect the recovering warrior and their families to available resources within the community
- Provide guidance and clinical support to Military and civilian health care professionals

# GOALS



- Assist with treatment options, rehabilitation and reintegration of the recovering member
- Advocate on behalf of the recovering warrior and their family achieve their goals whether medical, behavioral, or social
- No concerns/issues go unresolved

# APPROACH



- Assist in navigating government systems
- Educate on health care benefits
- Clinical care coordination

# Types of Support



- Medical billing and claims resolution
  - Flag as WII-VIP
- Navigating various government agencies;
  - TRICARE
  - Veterans Administration
  - Medicare
  - Social Security

# Types of Support



- Assist with locating specialized medical equipment
- Connect with resources for basic needs i.e. food, shelter and transportation
- Link with Behavioral Health resources
- Assist with transitional care when relocating

# Satisfaction



- Satisfaction surveys prohibited by DHA
  
- WNAP provides high level of customer services
  
- Recognition obtained by various forms
  - Phone calls and letters
  
  - Awards

# Referral



- Self-referral
- Services
- Providers
- Federal Recovery Coordinators
- Case Managers

# Demographics



- Number of Recovering Warriors assisted by Service
  - Army 1169
  - National Guard 1728
  - Marines 178
  - Air Force 313
  - Navy & Coast Guard 112

# WNAP Care Coordination



- Connect the recovering Warriors and their families with available resources that can help to resolve issues
- Multidisciplinary team that includes Healthcare Navigators and Nurse Navigators
- Assist w transition from active duty
- Assist w relocation
- Separate 1-800 Line: 1-888-446-9627
- After hours voice messaging system available

# WNAP Care Coordination



## Interact, coordinate and act as a liaison

- TRICARE
- Veterans Administration
- Medicare/Social Security
- Branch of Service
- Military Case Managers

# WNAP Care Coordination



- Federal Recovery Coordinators
- Military Treatment Facilities
- Branch specific Wounded Warrior Programs
- Community Based Warrior Transition Units
- Military/Civilian providers
- Military Medical Support Office