

## Healthcare Navigation Checklist for Family Caregivers and Care Partners

*Finding the right care and making informed decisions for a family member or friend can be hard. Take the time to write down and ask questions at each step of the way.*

*You can use this checklist as a starting point. Download, print and bring this with you to appointments.*

### Choosing a Healthcare Provider

*Take notes you can look at later.*

- If your family member or friend doesn't have a primary care provider (PCP),
  - o Call their insurance provider to see which PCPs are in their plan's network.
  - o Ask your care receiver's PCP to refer them to a provider who's in network.
  
- Before scheduling an appointment:
  - o Ask if the provider takes your care receiver's plan
  - o Is taking new patients.
  
- If your care receiver is having a surgery or procedure, ask their doctor whether all the providers who provide their care also are in their network.
  
- If a provider is out of network:
  - o Ask if their charge is higher than what the insurer is willing to pay.
  - o Ask how much of the costs your care receiver's plan will cover.
  
- Does the healthcare provider have the qualities you and your care receiver value (e.g., speaks your language, wait time, listens to concerns)?
  
- Check the provider's location, education, training, board certifications and hospital affiliations.
  
- Does the provider participate in any programs that report quality measures?

Refer to the [Healthcare Quality](#) section on FAIR Health Consumer for more information.

## Negotiating Costs

- Talk to the healthcare provider to ask about the service or procedure your care receiver will receive, the billing code and price.
- Record the names of the people to whom you spoke and all the codes and prices you discussed. Ask them to send you this information in writing or by email, if possible.
- Find out the provider's network status and cost of service or procedure (if out of network).
- Use the FAIR Health Consumer website's [medical](#) and [dental](#) cost lookup tools to estimate the cost of the medical or dental service.
- Compare it to what the provider is charging.
- Speak with the provider about payment options.

## After Getting the Bill

- Review the bill closely.
  - Use the cost lookup tools to check differences between FAIR Health's estimated costs and the prices you were charged by your provider.
  - Call your provider's billing office and discuss the difference between their charge and the FAIR Health cost estimates.
  - Ask if the provider can match the estimates from this website.
  - If you need to dispute the bill, find organizations and support that can help you with the process, such as the [Patient Advocate Foundation](#).
-