



Cancer Navigation Program

Contact Us

Request help online through the secure form at mybenefitnavigator.org 24 hours a day

- Click on the “Request Help” button
- Complete the Request for Assistance form
- Submit the request form
- A Cancer Navigator will contact you within 1 business day of receiving the online request

Or you can call toll-free at (888) 720-6899

- Available 8:30 a.m. to 5:00 p.m. Monday through Thursday; 8:30 a.m. to 4:00 p.m. Fridays, Eastern Time
- During operating hours a dedicated Cancer Navigator will be available to answer all calls and immediately initiate work on your case.

About The Program

We know that a cancer diagnosis can be overwhelming, complicated, and stressful for patients and their families - often creating practical challenges and questions that are unfamiliar and unexpected. You are not alone - our program pairs you with a professional Cancer Navigator who can provide direct, hands-on assistance. We will help you effectively maneuver through the cancer treatment journey by providing you with comprehensive benefit evaluation and education designed to help maximize your employer-based benefits and educate you about coverage issues you may encounter along the way - counseling you on what to do about them or who to call for help, when or if they occur.

Who is Eligible?

- Must be enrolled in your employer sponsored group health insurance plan as an employee, spouse or dependent
- Have a diagnosis of cancer, any type, any stage
- Must be receiving active treatment for cancer, must have received treatment for cancer within the last six (6) months, or will begin treatment in the next 60 days

How Can Your Cancer Navigator Help?

- Proactive employee benefit education and counseling
- Education on how to use employee benefits, problems that may be encountered and what to do when that happens
- Support with employee benefit elections during open enrollment
- Education about employment protections
- Assistance with insurance challenges including coding and billing issues and denials of care
- Assistance with applying for appropriate disability programs
- Assistance with finding help for financial and practical needs that you are facing
- Connection to a variety of community based resources and programs based on your needs