

3-Step Workflow Job Aid

for those living with or at risk for substance use conditions

How to help your patients get care for substance use through Navigator in 3 simple steps

Provider treating CareFirst Members

- 13 years & older
- Commercial
- Medicare Advantage
- FEP HMO / FEHBP

1 Screen for Drug & Alcohol Risk

- Support whole person care
- Provide early intervention on chronic health condition

2 Review Results with your Patient

- Negative findings > reinforce healthy habits
- Positive findings > intervene on treatable condition

3 Call Navigator

- Refer member to Navigator
- Optional: transmit ROI to Navigator via secure email to when available: journeyops@navigator.health

One call to CareFirst connects to Navigator

800-245-7013

Select the prompt for help with substance use services

Warm transfer or initiate call on patient's cell phone from the office

Navigator's Services

- 24/7/365
- Care Consultants are licensed mental health professionals
- Evaluation for substance use scheduled within 48 hours

Motivational Interview

- Enhance readiness & commitment to treatment
- Robust empirical support, like improved engagement & outcomes

Appointment Scheduling

- Close gaps in care
- Rapid access to evidence-based, in-network substance use evaluation & treatment services

Close the loop with health system

- Navigator reports on outcome of the call (e.g., appointment information)