



A personalized, clinical, and connected approach to care navigation.



Rightway care navigation provides personalized, nurse-led guidance that makes healthcare simpler for members and more cost-effective for employers. Our care teams deliver high-touch support and handle complex tasks, while predictive analytics and proactive outreach flag issues early before they escalate.

Drive members to the right care.

Our care teams—nurses, health guides, social workers, and billing specialists—take on the complexity of healthcare so members don't have to. From scheduling appointments to resolving billing disputes, we manage the heavy lifting behind the scenes. As a result, members gain a clear understanding of their benefits and save valuable time and money.

Members can view all their benefits—medical, dental, vision, and employer programs—in one easy-to-use platform, and reach their care team anytime by app, phone, or email.



Intelligent clinical guidance.

Members receive personalized education, decision support, and guidance from their dedicated team to ensure they receive the right care.



Benefits education and access.

Health guides educate members on care options, benefit coverage, and costs.



Finding and accessing care.

Rightway finds members high-quality, in-network care providers, schedules appointments, and provides pre-visit prep and post-visit support.



Bill advocacy and resolution.

Billing specialists answer bill and claims questions and take on dispute resolution to resolve errors.

OUR CLINICALLY-LED MODEL SUCCESSFULLY REDIRECTED CARE TO MORE APPROPRIATE, LOWER-COST SETTINGS:

28% of ED/ER visits
redirection to
lower-acuity care

37% of urgent care
visits shifted to less
intensive options

29% of specialist visits
managed within
primary care

Convenient, on-demand access to healthcare.

Members can access care navigation support through their mobile or web app to:

- + Chat with the Rightway care team in real-time, including evenings and weekends.
- + Receive personalized clinical guidance.
- + Find providers and schedule appointments.
- + Get help with a bill or resolve a dispute.
- + View benefit coverage and available health and wellness programs.

Comprehensive client support.

We are committed to providing exceptional partnership support through:

- + Activation and engagement strategies to maximize member awareness.
- + Complete benefits support to minimize HR/benefits team admin burden.
- + Driving members to relevant programs and point solutions based on our client's unique ecosystem.
- + Quick and easy implementations.

The Rightway advantage.

Smarter clinical navigation. Rightway's clinician-driven delivery model uses advanced analytics to identify at-risk members to conduct proactive nurse outreach, delivering prompt, appropriate attention to those who need it most.

Data-driven personalization.

Rightway creates comprehensive member profiles based on claims history, self-reported information, selected benefit plans, and third-party point solution partnerships to enhance personalized care and benefits guidance.

Ecosystem approach.

We integrate across your benefits ecosystem so your members have centralized access to major medical, dental, and vision carriers, as well as third-party point solutions.



Our dedication to DE&I.

We understand the LGBTQIA+ community has unique needs. Our care team helps by:

- + Connecting individuals with BIPOC and LGBTQIA+ friendly providers.
- + Sharing information on coverage related to LGBTQIA+.
- + Offering resources for gender-affirming care and mental health support.

Care navigation plays a pivotal role in addressing social determinants of health (SDOH). Health guides support by:

- + Improving health literacy through personalized education on health conditions, treatment options, and preventive care.
- + Helping members access convenient, affordable, in-network high-value care.
- + Connecting members to community and national resources outside of plan benefits.

METRICS THAT MATTER

+68 Member Net Promoter Score

53% Redirection rate to lower-cost channels

15% Lower healthcare spend

40% Member engagement

4.3x Average return on investment

“ This process is so stressful, yet you managed to help me work through it and shoulder arguably the most frustrating part.

RIGHTWAY MEMBER

“ Only someone with tremendous patience, kindness and empathy can do a job like yours. I have no words to thank you enough.

RIGHTWAY MEMBER

