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NSTU – Good News!!

Introducing HealthCareAssist From CAREpath For Active and Retired NSTU Members

Frequently Asked Questions

The NSTU Group Insurance Trustees are pleased to introduce HealthCareAssist from CAREpath, a valuable and unique benefit under the umbrella of the NSTU Member Assistance Program. This program is available to all active and retired NSTU members, spouses and dependent children effective **March 1, 2018**. For information regarding this new program and the other programs offered to NSTU members through CAREpath, please see the frequently asked questions below:

Q: *What is the new HealthCareAssist program from CAREpath and how can it help NSTU members and their families?*

A: The HealthCareAssist program is a comprehensive navigation service that provides NSTU members, spouses and dependent children with answers, guidance and support before, during and after treatment, in the event of an illness or health crisis.

HealthCareAssist provides individual case management of all types of medical conditions. A Nurse Case Manager provides a single point of contact, creates continuity of care and ensures patients receive the right treatment, at the right time, in the right place.

HealthCareAssist combines CAREpath's team of highly trained and caring nurses with Cleveland Clinic Canada's global network of physicians and specialists.

Here is how HealthCareAssist helps:

- Dramatically improves the overall quality of care, recovery and outcomes.
- Provides in-depth assessment of treatment plans to ensure they are consistent with medical best practice.
- Explains options for tests and treatments specific for the individual.
- Facilitates access to diagnostic tests, treatments and clinical trials.

- Through Cleveland Clinic Canada, provides virtual doctor-to-doctor consults with the patient's local treating physicians after completing medical second opinions.
- Guides patients to alternate treatment locations in and outside Canada, when requested or required.
- Delivers telephonically, making the service timely and efficient.

Q: *What other valuable programs does CAREpath offer to the NSTU?*

A: As NSTU members, you already have access to the following CAREpath programs:

- **Cancer Assistance Program:** A comprehensive program that helps cancer patients, their spouses and dependent children navigate the public health care system. Accredited oncology nurses provide ongoing one-on-one counselling, guidance and support, helping to reduce cancer's physical and emotional impact.
- **Seniors' Care Assistance Program:** A registered nurse helps you understand and navigate publicly and privately funded seniors' care options for yourself, your immediate family or elderly parents, ensuring you receive the right care at the right time.

Q: *How can you access the services under these programs?*

A: For more information about these programs, please visit www.carepath.ca or call 1-844-453-6788. The NSTU nurse can also provide assistance by calling 1-800-565-6788, press 4, or by e-mail at nurse@nstu.ca.

Look for a communication from the NSTU Group Insurance Trustees providing additional information with respect to these programs in the near future.