

REAL PEOPLE, REAL ANSWERS

Summit Navigators™

Real people, embedded in enrollment, who can answer your question the moment it comes up.

A plan document can answer a lot of questions — but not the specific one you actually have. Summit Navigators are real people, embedded in the enrollment process itself, who know the plan lineup and can answer a question the moment it comes up, instead of waiting for an FAQ page to happen to cover it.

WHEN A NAVIGATOR STEPS IN

Mid-Enrollment	Stuck on a specific choice? A Navigator can answer before you abandon the screen.
Right After Enrolling	Confirm you selected what you meant to — before the window closes.
A Life Event	Help figuring out what actually needs to change, and by when.
Anytime It's Unclear	No need to wait for open enrollment to ask a real person a question.

WHAT MAKES A NAVIGATOR DIFFERENT

A Real Person

Not a chatbot or a generic call center script.

Knows the Plan

Familiar with your specific plan lineup, not just general benefits concepts.

Embedded in Enrollment

Available at the moment of decision, not a separate department to track down.

Takes the Load off HR

Routine questions get answered without landing on HR's desk.

HOW TO REACH A NAVIGATOR

- ☐ Look for the **Navigator contact link** inside your enrollment portal
- ☐ Ask your question in **plain language** — no need for official terms
- ☐ Expect a response **during your enrollment window**, not days later
- ☐ Use it as often as you need — there's no limit on questions

Navigator availability and response times are set per employer and enrollment period.