Complex Medical Care Management / Navigation

The biggest gap is a single, nationwide, publicly available service that will independently help any consumer compare bundled prices for surgery, arrange complex medical care, and coordinate the entire episode without an employer benefit or eligibility restriction. MESH Resources cover the most relevant pieces of that need, and we will continue to provide further quality resources as they become available.

Navigation for complex medical conditions

These organizations are useful when someone has a difficult diagnosis, needs help finding specialists, or is overwhelmed by coordinating care. They generally do not negotiate bundled surgical prices directly, but they can help patients find an appropriate next step.

Lev Medical

A nonprofit providing free medical advocacy and navigation for serious diagnoses, including help finding specialists, arranging appointments, addressing insurance issues, and obtaining second opinions.

Visit Lev Medical

Alpha Health Alliance

Offers a free healthcare navigation app, Alpha Navigate, plus education and personalized guidance for patients and caregivers facing rare, genetic, chronic, and complex conditions.

Visit Alpha Health Alliance

Coming Together For A Cure

Provides free family-centered navigation, care coordination guidance, and peer support for people facing rare diseases and complex diagnoses. The organization reports serving families nationwide.

Visit Coming Together For A Cure

Global Genes — RARE Concierge

Free patient services guides help people with rare or undiagnosed conditions locate specialists, understand research and clinical trials, and find support organizations.

Visit RARE Concierge

Patient Advocate Foundation

Offers specialized case management and financial or practical navigation for eligible patients, including people with rare diseases. Eligibility and services depend on the program and diagnosis.

Visit Patient Advocate Foundation

American Cancer Society — Patient Navigation

Helps patients navigate cancer screening, diagnosis, treatment, supportive care, and financial or practical barriers.

Explore cancer patient navigation

Susan G. Komen — Patient Care Center

Offers free personalized navigation for breast health and breast cancer, including screening and diagnostic information, emotional support, and assistance locating financial resources.

Visit the Patient Care Center

SHARE Cancer Support

Free support and navigation for people affected by breast and gynecologic cancers, including educational programs, helplines, and clinical-trial assistance.

Visit SHARE

Cancer Teamwork Response

Offers free guidance for cancer and complex medical situations, including care navigation and preparation for second opinions.

Visit Cancer Teamwork Response

AccessMyCare

Provides free help understanding coverage options, finding clinics, identifying potential eligibility for assistance programs, and connecting with a navigator.

Visit AccessMyCare

AdventHealth Orthopedic Institute — Orthopedic Care Navigators

Provides free navigation to its orthopedic patients, including help understanding treatment options, coordinating appointments, and navigating the surgical process. Geographic availability is limited to its service areas.

Explore orthopedic navigation

A4LI Foundation — Patient Access Program

Free personalized navigation for eligible adults over 50 with serious age-related illness who have exhausted approved treatment options. Helps identify licensed treatment facilities and relevant clinical trials.

Visit A4LI Foundation