



Frequently Asked Questions (FAQs): RENEW (Resources for Employee Navigation, Engagement & Well-Being)

1. What is the RENEW?

RENEW is a comprehensive health and wellness benefit available to Catholic Health employees and their covered family members who are enrolled in a Catholic Health Medical Plan. This voluntary and confidential program is designed to help employees and families with a range of health conditions or complex health care needs.

Through RENEW, you and your covered family members can access personalized support to help achieve health and wellness goals and better manage the cost and coordination of complex care. As part of the program, you will work with a Wellness Navigator in collaboration with your physician(s) to support coordinated, cost-effective and high-quality care. Wellness Navigators can help set goals, build good habits and guide you through the health care system efficiently.

Depending on your specific needs, a Wellness Navigator may refer you to special programs like the Catholic Health Diabetes Management Program, the Employee Assistance Program (CCA@Your Service) or Mental Health Complete (formerly MyStrength) at no added costs. For additional information, please visit the [RENEW's intranet page](#) or contact (631) 465-4300 or renew@chsli.org.

2. Who provides this service?

Wellness Navigators are Registered Nurses and Care Management Coordinators employed by Catholic Health who support qualifying employees and covered family members with complex health needs.

3. Who can participate in this program?

You may be offered to participate in RENEW if you are enrolled in the Catholic Health Medical Plan and could benefit from additional support navigating care and available resources. A Wellness Navigator can help with:

- Ongoing health needs or conditions that require care coordination
- Support following a recent health care experience
- Guidance through the health system and available programs

You may join the program in one of three ways:

- **Outreach:** If you have recently been discharged from a hospital, a Wellness Navigator may contact you directly to discuss the program and your health care needs.
- **Self-referral:** If you have chronic or high-risk health conditions, you may contact a Wellness Navigator by calling (631) 465-4300 or e-mailing renew@chsli.org.
- **Physician referral:** Your physician may recommend that you participate in RENEW based on your health care needs.



Here are two possible examples of ways that a Wellness Navigator can assist you and your family:

- **Example 1:** If you are diagnosed with high blood pressure and prescribed a new medication, a Wellness Navigator can help you understand how the medication works and suggest lifestyle changes to support blood pressure management.
- **Example 2:** If you were recently diagnosed with breast cancer and need support preparing for surgery and hospital discharge, a Wellness Navigator can help guide you through the process.

4. Can I participate if I'm not enrolled in Catholic Health Medical Plan?

At this time, the program is available only to Catholic Health employees who are enrolled in a Catholic Health Medical Plan and their covered family members.

5. Who will see my information?

Wellness Navigators adhere to Catholic Health's Privacy and HIPAA policies. Only authorized care team members directly involved in your care will have access to your information.

6. Do I have to pay anything for RENEW?

No. This service is provided at no additional cost to employees enrolled in Catholic Health Medical Plan and their covered family members.

7. Is participation in RENEW voluntary?

If you are identified as eligible for the program, a Wellness Navigator may reach out to you directly — no action is required on your part. Participation is completely voluntary, and you may choose whether or not to engage. Employees who choose to work with a Wellness Navigator often find it helpful in navigating available resources and support.

8. Why should I participate?

If you or a covered family member is facing a challenging health situation, RENEW can help support your path toward better health. Even for health care employees, navigating the system, accessing the best providers and finding the right resources can be difficult. That's where RENEW comes in — your Wellness Navigator is here to help you and your family better manage your care.

Catholic Health is offering this program as a resource, and participation is entirely your choice. Those who engage often find it to be a valuable support.

Wellness Navigators do not replace physician care. Instead, they enhance your experience by helping coordinate communication among you, your physician(s) and other caregivers as needed.

9. Why does Catholic Health offer this program?

Catholic Health has invested in RENEW to provide an innovative, proven resource to help you and your family navigate complex health situations and move toward better health. We care deeply about your well-being and believe this program can make a meaningful difference for you and your loved ones. Furthermore, managing your care means managing your costs, as well as helping to ensure our health plan remains strong and sustainable—benefiting everyone in our health plan.