



# HeroCare Connect – Connecting America's Heroes with the Care You Deserve

## One-Stop Shopping for all Your Medical Needs

New to Joint Base McGuire-Dix-Lakehurst? Welcome! As you settle in to your new home, you likely have a long "to do" list that includes unpacking, finding your way around Base and setting up all of your medical appointments. It can be challenging to find trusted providers, especially those who are close to home, have availability to see you quickly, and accept your military insurance.

That's where HeroCare Connect steps in. It's a joint program founded by two of South Jersey's largest healthcare systems – Deborah Heart and Lung Center and Cooper University Health Care.

HeroCare Connect offers seamless, no-cost, telephone concierge service to connect you to **over 75 medical specialties** for children and adults in the region.



Our Patient Service Specialists (L to R) Dawn, Chris and Maggie

The program is staffed by a team of knowledgeable Patient Service Specialists with personal ties to the military, who understand the frustration of searching for a doctor, figuring out what paperwork is needed and how to complete it, securing an appointment, and making sure your care is covered by insurance. The HeroCare Connect team takes care of it all, from start to finish.

Everyone knows how important continuity of care is for our servicemen and women, and their families. Just ask your neighbors. Many of them have likely used the HeroCare Connect program to find the very best specialty care.

Operating with a mission to make healthcare access simple, one call to HeroCare Connect connects you with our team who help with insurance authorizations and referrals, scheduling medical appointments and follow-up testing, transferring medical records and reports, and scheduling priority appointments within 48 hours. We understand the importance of providing our country's heroes (whether active duty, veterans, retired, or dependents) with prompt and quality healthcare, and have a proud history of being a long-established JB MDL and VA partner.



## We look forward to serving you!

For more information or to schedule an appointment, call 866-948-9403 or visit [HeroCareConnect.org](https://www.HeroCareConnect.org).