



LOYOLA
UNIVERSITY MARYLAND

Our dedicated **REGISTERED NURSE**

Health care and your health can be challenging. What do you do when you diagnosed with something new? Where do you go for answers? Who is the best doctor to see? What do you do when the health plan denies your care?

We want you to have an advocate who can help you navigate difficult situations. We are pleased to offer the services of a Dedicated Registered Nurse, Danielle Herndon, RN, CCM. She is also the Vice President of Health Risk Management at PSA Insurance & Financial Services, and she is available to help you at no cost to you or your family.

As a Registered Nurse and Certified Case Manager, Danielle can help you with the below:

1. Answering questions about your new or old diagnosis
2. Helping you to find the best participating provider to treat your unique situation
3. Acting as a Liaison/Advocate between you and the health plan
4. Identifying trusty health education
5. Ensuring that you receive appropriate case and disease management
6. Assisting you with Appeals and Grievances for denied care

Danielle Herndon



You can reach Danielle by calling the PSA Benefits Hotline at 1-877-716-6618 or emailing loyola@psafinancial.com. The Hotline is available Monday through Friday from 8:30 a.m.-5 p.m. ET.