LANTERN
by Oathstone Publishing



Overview for Advocates

An advocate in your pocket, for every family you serve.

Lantern is an always-on AI advocate that walks families through the everyday work of care, coverage, school and services, conversationally, in plain language, at any hour. Behind it sit Oathstone's state guidebooks (the knowledge Lantern draws on) and the Oathstone team: real people who step in when a family needs a human.

For professional advocates, that means one thing: **your clients do the basics themselves, and they arrive organized.** You spend your expertise, and your billable hours, on the problems that actually need you.

Why advocates refer families to Lantern

Hours back, every week

Families stop calling you to find a form, draft a records request, or ask what a letter means. Lantern handles that around the clock.

Clients arrive organized

Timelines, communication logs, denial letters, and records requests are already pulled together when a case lands on your desk.

You step in where it counts

Fewer billable hours on basics, more of your time on strategy, escalations, and the hard calls.

- **Take on overflow without burning out.** Families you can't take today still get real, structured support.
- **Bundle it into your own package.** Add Lantern to your intake or retainer so each client keeps working between your sessions.
- **Families feel capable, not dependent.** Lantern explains the *why* behind each step, so families grow more confident every week.

How it works for families: nothing to learn

No app to install, no portal, no forms unless an agency truly requires one (and then Lantern explains it line by line). Families use the AI they already have.

1. Copy one page: the Lantern start page in their welcome email.
2. Paste it into ChatGPT, Grok, or Gemini.
3. Lantern takes it from there: asks gentle questions, sets up their case, and talks them through what comes next.

How deep Lantern goes

Lantern isn't a FAQ bot. It works through the full arc of a case, from the first phone call to an appeal or fair hearing, across the systems your clients actually live in.

Area	What Lantern helps families do
Medical & care coordination	Track providers, referrals, prior authorizations and follow-ups; prepare for appointments; keep one running picture of the plan of care.
DME & equipment requests	Understand what documentation is needed, ask prescribers for the right letters of medical necessity, and follow requests from submission to delivery.
Insurance & Medi-Cal denials and grievances	Read a denial in plain language, find the stated reason and deadline, and draft a clear, well-organized grievance.
Appeals & fair hearing preparation	Build the timeline, gather evidence, organize exhibits, and draft statements so the family (or their advocate) walks in prepared.
Records requests	Draft requests for medical, school, and agency records, track response deadlines, and follow up when they're missed.
Communication logs & timelines	Log every call, email, and letter as it happens: who, when, what was promised. A ready-made record for any escalation.
IEP & 504	Prepare for meetings, request evaluations, understand goals and accommodations, and track whether services are actually delivered.
Behavioral health	Navigate access to therapy and behavioral services, coordinate between providers, and document what's working and what isn't.
Personal & family supports	Organize respite, in-home and caregiver supports, and the everyday logistics that keep a family steady.
Regional center services	Understand eligibility, prepare for planning meetings, request services in writing, and respond when a service is reduced or denied.

Always-on AI support, backed by real human advocacy

Lantern is there whenever a family needs it: late at night after a hard appointment, or the morning a denial letter arrives. It talks families through things conversationally, one step at a time. And families are never handed off to a machine and forgotten: **the Oathstone team is made up of real people** who know these systems firsthand, and they step in directly when a situation calls for a human. Lantern is the advocate in their pocket; Oathstone is the team standing behind it.

Where you come in

Lantern does the everyday groundwork. You bring the professional judgment. When a family hits a real problem, such as a complex appeal, a stalled authorization, or a hearing, they come to you organized, with complete records, a clean timeline, and a clear question. Less time reconstructing the file. More time moving the case.

Pricing

Lantern with its state guidebooks runs **about $100–$150 for families**, depending on the editions and topics they need. That's a small fraction of what a single hour of professional support costs, and it keeps working for them every day.

Partner with Oathstone

Referral and partnership for advocates: refer your overflow clients to Oathstone, or bundle Lantern into your own service package so every client keeps moving between sessions. We'll set up a simple partner arrangement that works for your practice: referral, bundling, or both. Reach me directly at contact@oathstonepublishing.com.

See Lantern in action: watch the 3-minute welcome film.

With gratitude,
Lee Nichols

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Important: Lantern and Oathstone guidebooks provide education and organizational support. They are not legal advice or medical advice, and they do not replace an attorney, a clinician, or a professional advocate's judgment. Oathstone makes no guarantee of any coverage decision, service approval, or case outcome. If anyone is in danger, call or text 988 or call 911.