

ONE PLACE TO GO FOR HEALTHCARE AND BENEFITS



Your Quantum Health Care Coordinators are your personal team of nurses, benefits experts and claims specialists who are your one resource to contact whenever you need help.

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- Administers the provider network
- Processes and pays medical claims
- Provides Explanation of Benefits

MEMBERS:
Contact Care Coordinators for any healthcare questions:
(866) 871-0630
Wedgewood.Quantum-Health.com

MEMBER NAME: _____ **DEPENDENTS:** _____

ID NUMBER: _____ **GROUP NO:** _____ **PLAN:** _____

PATIENT RESPONSIBILITY:
Primary Doctor: \$\$
Specialist w/ referral: \$\$
Specialist w/o referral: \$\$
Out of Network \$\$ Ded., then %% \$\$ TPA Network - PO Box 55555
City, ST 55555

Smith Rx

- Processes prescription claims
- Manages the drug formulary and pharmacy network
- Home delivery of prescriptions

Wedgewood

- Mental health support - Quantum Health Solutions
- Back and joint health - Sword
- Chronic Conditions - Teladoc

You can find our contact information on your medical ID card, so you always have expert help on hand.

Helpful healthcare terminology

- **Deductible:** The amount you pay before your plan starts paying for a portion of the costs
- **Copay:** A set fee you pay for each visit
- **Coinsurance:** A percentage of costs covered, typically after you meet your deductible
- **Out-of-pocket maximum:** The most you pay in a year for care
- **Prior authorization:** Approval needed beforehand for certain treatments
- **Provider:** A doctor, hospital, clinic or other healthcare facility
- **In-network:** Doctors, hospitals, clinics and pharmacies that accept your health plan
- **Out-of-network:** Doctors, hospitals, clinics and pharmacies that do not accept your health plan
- **Explanation of Benefits (EOB):** A statement showing how your health plan covered a claim
- **Claim:** A request for payment from your plan
- **Primary care provider:** A healthcare provider who knows you and your health history and the best place to go for non-emergency care



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(866) 871-0630

(Monday-Friday, 8:30 a.m.-10 p.m. ET)



YOUR QUANTUM HEALTH CARE COORDINATORS ARE HERE TO HELP



We're the industry-leading healthcare navigation and care coordination company. Organizations hire us to help their employees and their family members navigate their benefits and the cost and complexity of healthcare.

Quantum Health Care Coordinators are your personal team of nurses and benefits experts working with you and your providers to make your healthcare and benefits easier.

Your caring and resourceful Care Coordinators are here to help you:

- Get answers to claims, billing and benefits questions
- Find in-network providers
- Verify coverage and get prior approval if needed
- Contact providers to coordinate your treatment
- Review your care options
- Replace ID cards

Sometimes we may call you. If we call, it's for an important reason, such as:

- You could save on your out-of-pocket costs
- There is a concern with your prescriptions
- Insurance information is needed
- You qualify for a coaching program
- We need to follow up on a procedure or discharge

Prior approval is necessary for the following services:

- Inpatient hospital admissions
- Surgery (inpatient or outpatient)
- Home healthcare and hospice care
- Skilled nursing facility admissions
- Transplants
- MRI, MRA and PET scans
- Durable medical equipment (DME)
- Oncology care and services
- Dialysis
- Partial/intensive hospitalization
- Outpatient for mental health/substance abuse
- Genetic testing
- Specialty medications

If you have an upcoming medical service or procedure that may require preauthorization, call your Care Coordinators to confirm your coverage in advance. They'll gather the necessary information from your doctor and confirm your medical plan coverage with you and your doctor.



No request is too big or small for your Quantum Health Care Coordinators. When you need help, we're just a **tap, click, chat or call away!**



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