**Care Navigation Newsletter Items**

**[Overview of Quantum Health]**

**Help on your healthcare journey**

Navigating today's healthcare system can be complicated. If you’re enrolled in medical coverage through the Board of Pensions, you can simplify your experience by accessing care navigation through Quantum Health.\*

Quantum Health is your primary point of contact when you have questions about your medical benefits or need help with a healthcare issue. Care navigation works seamlessly with your Medical Plan benefits. Here’s how:

* Speak directly with a Care Coordinator, who will get to know your needs and support you at every stage of your healthcare journey.
* Manage a new chronic health condition diagnosis or complex medical issue with the help of a Care Coordinator, who works with your providers to get you high-quality, safe, and cost-effective care.
* Rely on your Care Coordinator’s clinical expertise and healthcare industry knowledge whenever you have a question about your medical benefits or are facing a healthcare decision.

With care navigation, Quantum Health will help you and your covered family members find the care you need, quickly and easily.

[Learn more about navigating your healthcare with Quantum Health.](https://pensions.org/what-we-offer/benefits-guidance/care-navigation)

*\*Care navigation is not available to employees or family members enrolled in Triple-S or GeoBlue.*

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**[How Care Coordinators can help]**

**Coordinating a simpler healthcare experience**

As part of your medical coverage\* through the Board of Pensions, you have access to Quantum Health Care Coordinators who are well-versed in your benefits. They’re here for you and ready to assist with anything you might need to help make the healthcare process easier, including:

* verifying coverage
* explaining the copays, deductibles, and/or coinsurance that may apply
* answering questions about a medical test or procedure
* precertifying care when required
* locating network providers, including [Centers of Excellence](https://pensions.org/what-we-offer/benefits-guidance/medical-benefits/Centers-of-Excellence)
* answering claims or billing questions
* ordering replacement ID cards
* advocating for your care
* connecting you with the other Board of Pensions benefits and resources available

[Learn more about how Quantum Health Care Coordinators can help](https://pensions.org/what-we-offer/benefits-guidance/care-navigation).

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**[Precertifying care]**

**Precertification: A smarter step toward better care**

If you’re enrolled in medical coverage through the Board of Pensions, you have access to care navigation from Quantum Health.\* Care navigation helps guide you to the right care, including when precertification is required.

Precertification means that a service must be reviewed and approved in advance to be covered by the Medical Plan. This process helps to ensure you receive high-quality, safe, and effective care in the appropriate setting.

Depending on the type of service, precertification is handled by either Quantum Health or Highmark Blue Cross Blue Shield (BCBS):

* As part of [care navigation](https://pensions.org/what-we-offer/benefits-guidance/care-navigation), Quantum Health handles all precertification of medical services when required.
* Highmark BCBS handles precertification as required for behavioral (mental health and substance use disorder) health services.

During the precertification process, a Quantum Health Care Coordinator or Highmark BCBS representative will work with you and your providers to make sure you’re getting the right care.

[Learn more about precertifying care.](https://pensions.org/what-we-offer/benefits-guidance/care-navigation/precertifying-care-through-quantum-health)

\*Care navigation is not available to employees or family members enrolled in Triple-S or GeoBlue.

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**[Personal Care Guide nurses]**

**Your Personal Care Guide nurse helps on your healthcare journey**

Your medical coverage\* through the Board of Pensions includes support for your healthcare journey. Care navigation through Quantum Health works seamlessly with your Medical Plan benefits to help you get the care you need and simplify the process.

If you have a chronic or acute condition, a Quantum Health Personal Care Guide nurse is available to provide support and address clinical needs. They can consult with you, your family, your attending physician, and your treatment team to facilitate and implement proactive, timely care plans.

Your Personal Care Guide nurse can help when you:

* have questions about a diagnosis or a care plan
* have frequent or prolonged hospital admissions
* are managing a chronic condition and require ongoing home healthcare services
* need ongoing care in outpatient settings

They can also help you get the best available treatment when underlying health conditions are complex or challenging. They can assist you by helping you understand the care resources available to you, coordinating and helping arrange medical services, and providing education and support for you and your family.

[Learn more about how Quantum Health can help you.](https://pensions.org/what-we-offer/benefits-guidance/care-navigation)

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**[Connect with Quantum Health]**

**Need help with your medical benefits? Contact your Care Coordinator**

As part of your medical coverage through the Board of Pensions, you have access to many features and resources to help you maintain and improve your health and well-being — including care navigation from Quantum Health.\* When you reach out to Quantum Health, a Care Coordinator who is well-versed in your benefits can assist with anything to help make the healthcare process easier.

Getting in touch with a Care Coordinator is easy! They are just a call, click, or tap away. You can call a Care Coordinator directly, schedule a call, or chat live through the [Quantum Health website](https://myqhealthpcusa.org/). You can also access benefits, claims information, and more on the go through the website or app.

* **Call:** 855-497-1237, Monday-Friday, 8:30 a.m. to 10 p.m. ET
* **Click:** [myqhealthpcusa.org](https://myqhealthpcusa.org/)
* **Tap:** Download the Quantum Health app from the Apple or Google Play app store

**Support when you need it**

For your convenience, you can log in to the Quantum Health website or app and request that a Care Coordinator call you at a date and time that fits your schedule. There are also times that a Care Coordinator or Personal Care Guide Nurse may reach out to you proactively about a healthcare need, so when you receive a message from Quantum Health be sure to return their call to receive personalized assistance.

[Read more details about care navigation through Quantum Health.](https://pensions.org/what-we-offer/benefits-guidance/care-navigation)

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