



# WHATEVER IT TAKES

We're problem-solving, frustration-fighting people on a mission to make your healthcare simpler.

## Introducing Your Care Coordinators





# TOPICS

Overview

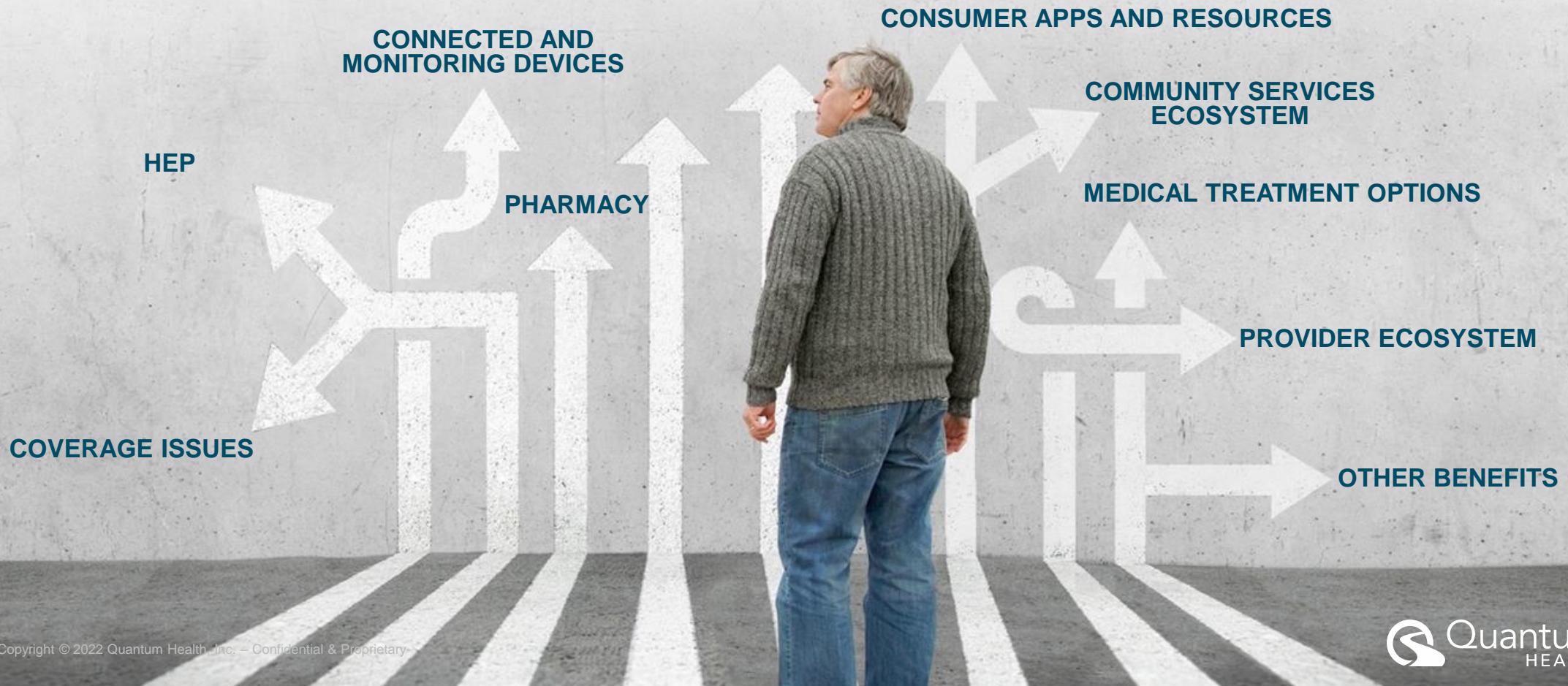
Simplified Experience

Your Dedicated Team

Digital Navigation Support

# The Healthcare Environment Is Ever-Changing

The reality is a complex, frustrating consumer experience





# OUR MISSION

We believe no one should have to navigate the cost and complexity of healthcare alone.

We are big-hearted, fast-thinking people on a mission to make healthcare smarter, simpler and more cost effective.



WHEN YOU  
DON'T KNOW  
WHERE TO BEGIN,

START WITH US.

From replacing ID cards to more complicated matters like claim resolutions, or your HEP status no request is too big or small for your MyQHealth Care Coordinators. We're your one resource to contact whenever you need help with your medical, dental, wellness or pharmacy benefits.



IF THERE'S A BETTER WAY FOR  
YOU TO EXPERIENCE HEALTHCARE,  
WE'LL FIND IT.

Think of us as your personal team of nurses, benefit experts and claims specialists who will do all we can to support your unique healthcare needs. Each time you contact us, you'll talk to a real person who knows you, your benefits and your health history.



WE'RE THE

ONE

**ONE** PHONE  
NUMBER  
TO CALL

**ONE** DEDICATED  
TEAM OF HEALTHCARE  
EXPERTS

**ONE** WEBSITE &  
**ONE** MOBILE  
APP TO VISIT

Get help with your healthcare with just a tap, click or call!

# HEALTHCARE, SIMPLIFIED



**Phone Number:** 833-740-3258  
**Website:**  
[carecompass.quantum-health.com](http://carecompass.quantum-health.com)

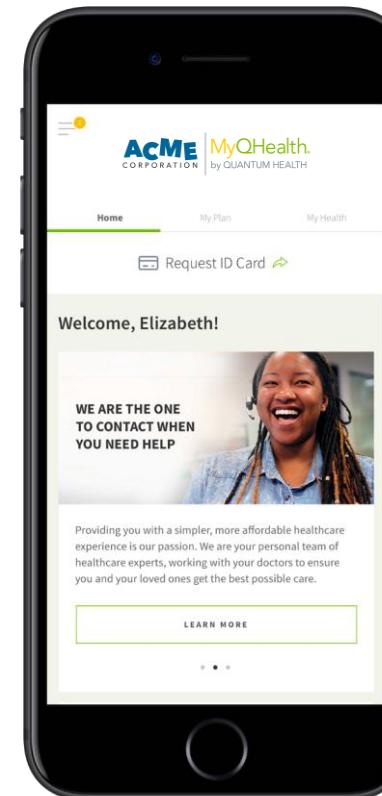
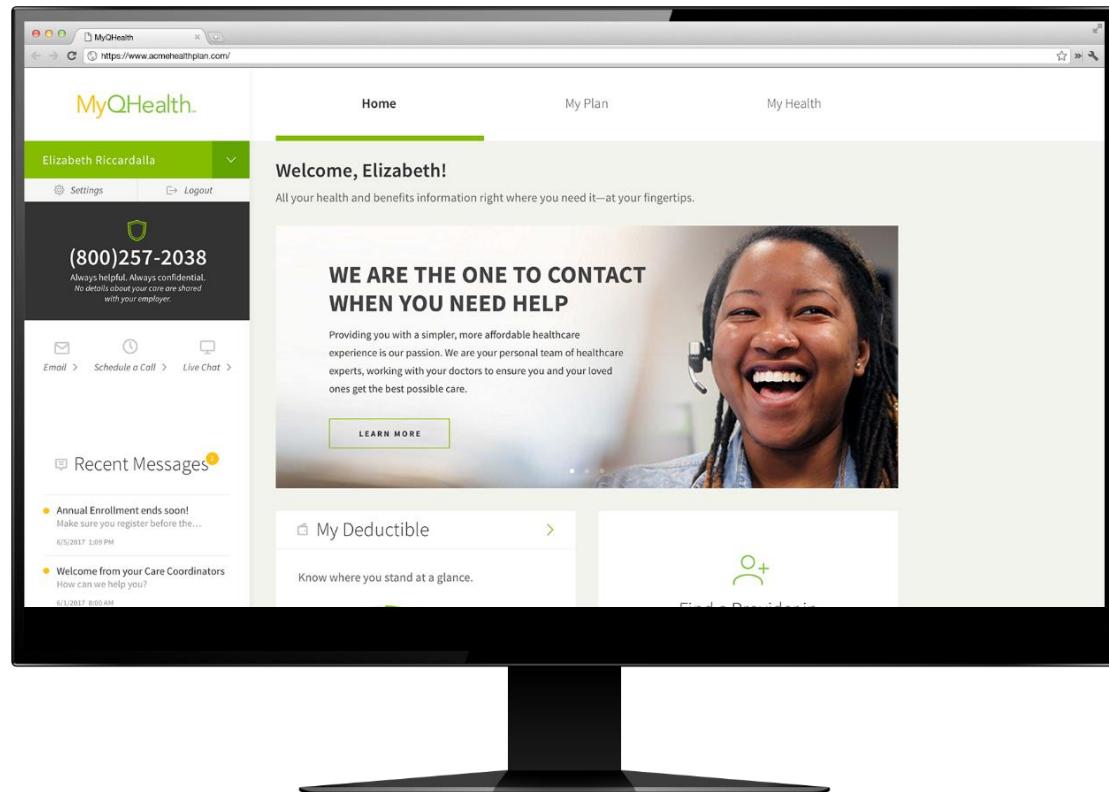
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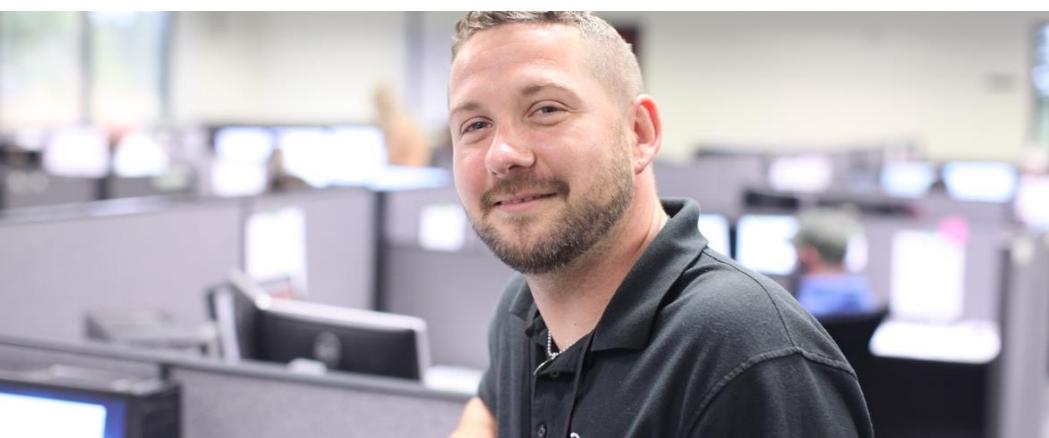
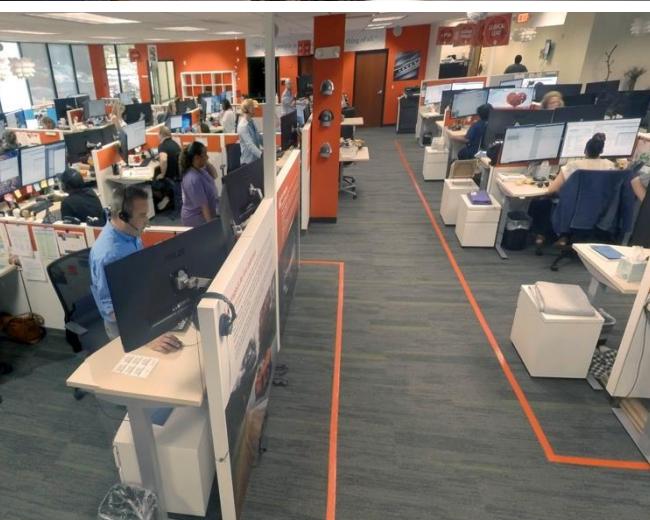
**Download our app**  
**MyQHealth - Care Coordinators**

**Your Health Benefits**  
Provider Network  
**Anthem**  
Medical Claims Payer  
**Anthem**  
Pharmacy Claims Payer  
**Caremark**

When you need care, contact your care coordinators.  
**WE'LL TAKE CARE OF THE REST.**

# QUANTUM HEALTH MEMBER PORTAL



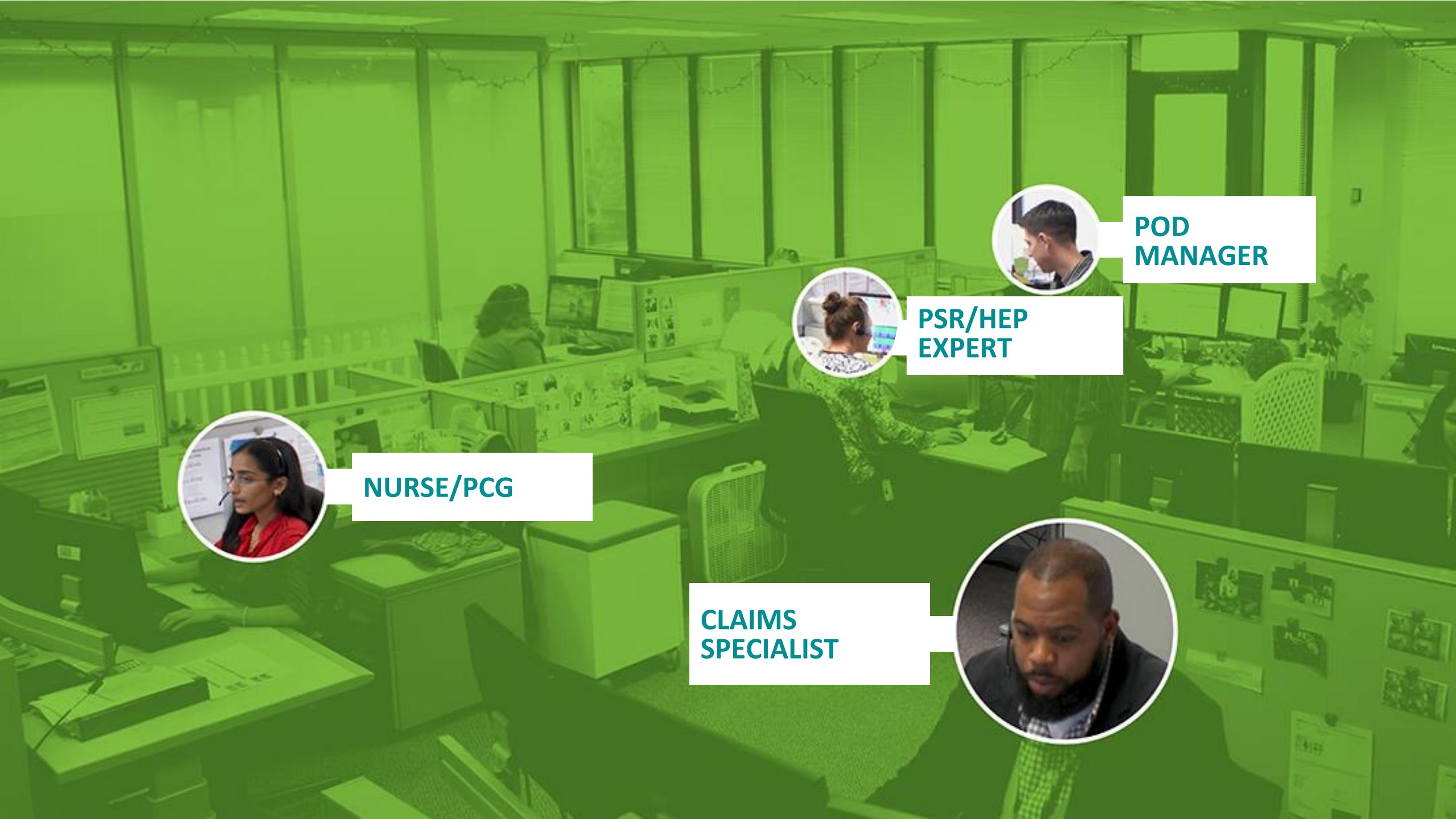


## YOUR DEDICATED TEAM

We work in small dedicated teams called pods. Your **State of Connecticut** pod is made up of claims experts, customer experience professionals and nurses to ensure you get the help you need every time you call.

Pods are designed to optimize their effectiveness for:

**PERSONALIZED SERVICE**  
**CROSS-FUNCTIONAL COLLABORATION**  
**MULTI-DISCIPLINARY EXPERTISE**



**NURSE/PCG**

**POD  
MANAGER**

**PSR/HEP  
EXPERT**

**CLAIMS  
SPECIALIST**



## When you need help, contact us

- Verify coverage
- Provide health-education resources
- HEP questions
- Advocate for your care
- Help manage chronic conditions
- Find in-network providers
- Contact providers to discuss treatment
- Answer claims, billing and benefits questions
- Create health-improvement plans
- Avoid unnecessary out-of-pocket costs



# QUESTIONS?