

WHATEVER IT TAKES

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



Introducing Your Care Coordinators





TOPICS

Overview

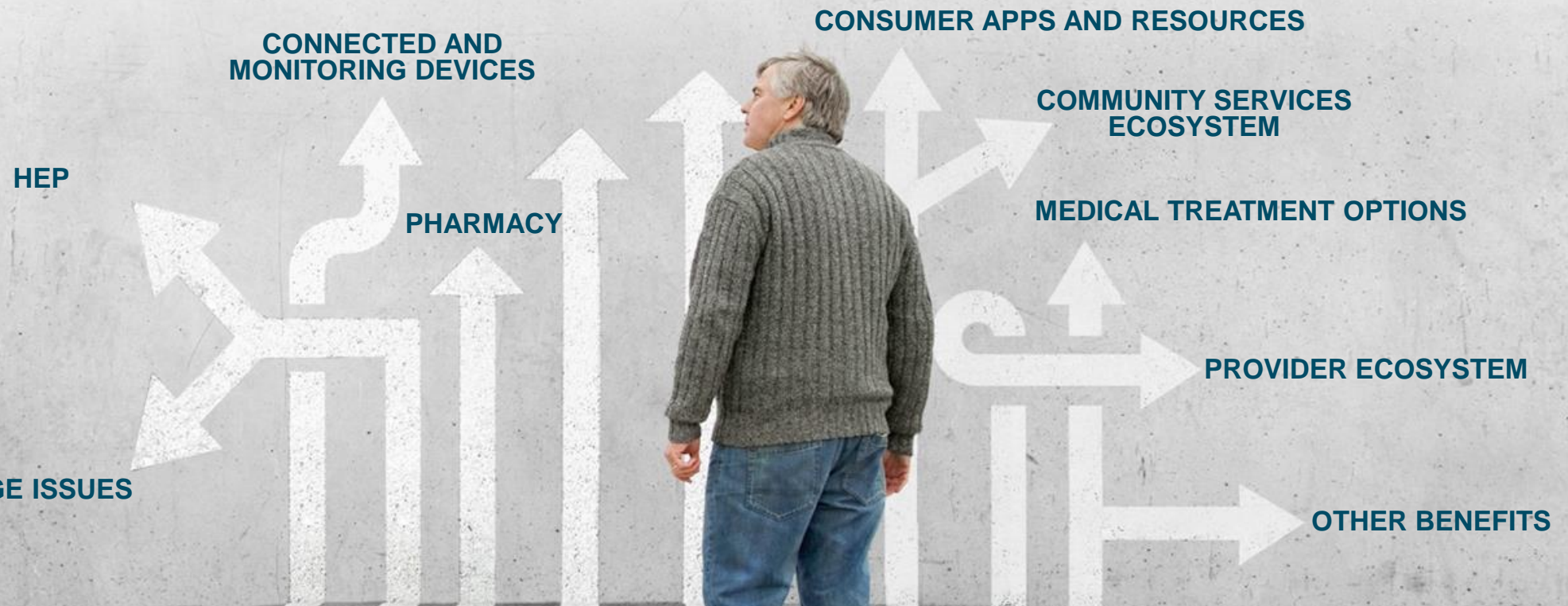
Simplified Experience

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

--OR--

Download our app

MyQHealth - Care Coordinators

Your Health Benefits

Provider Network

Anthem

Medical Claims Payer

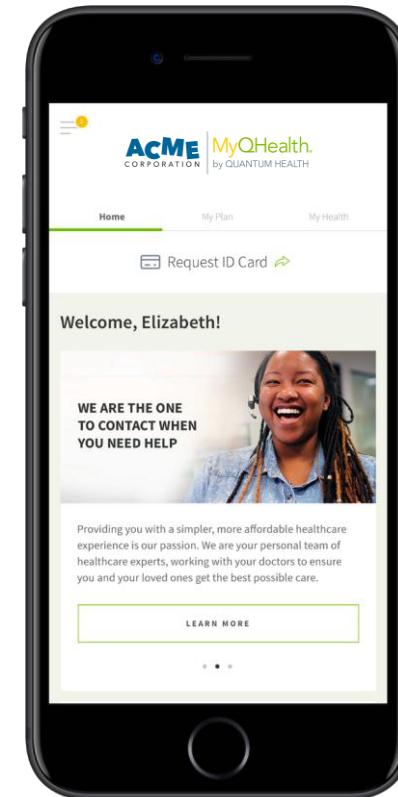
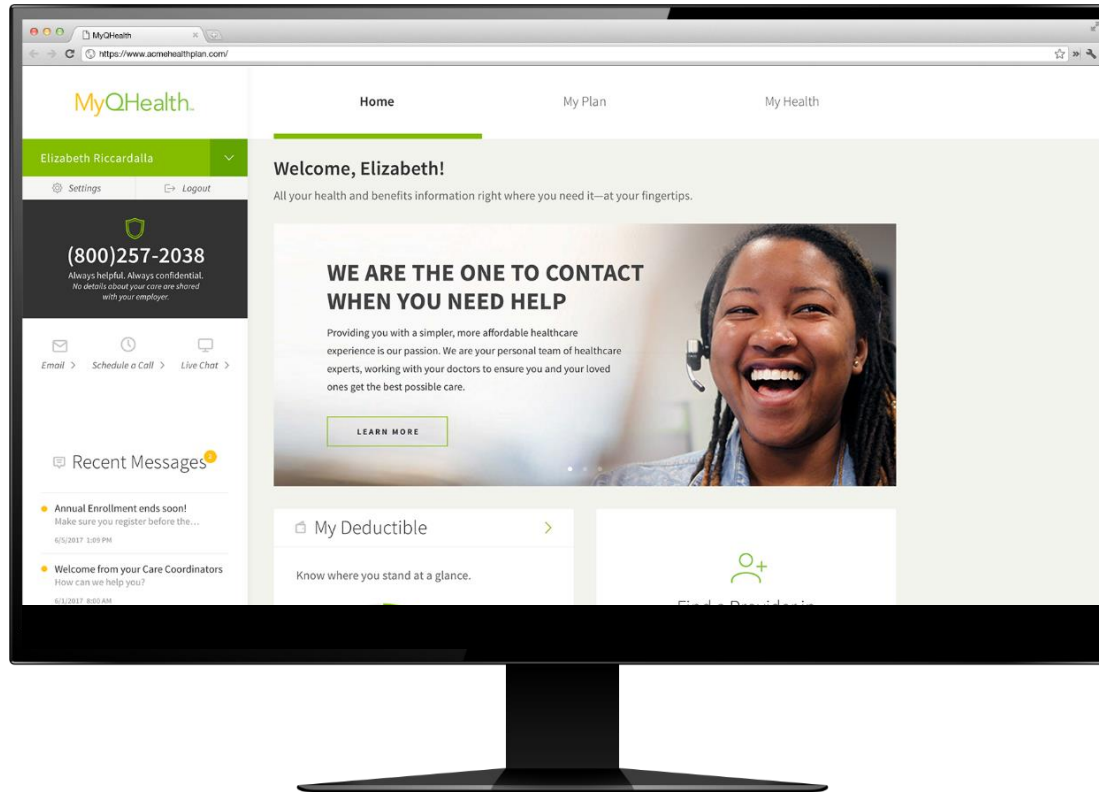
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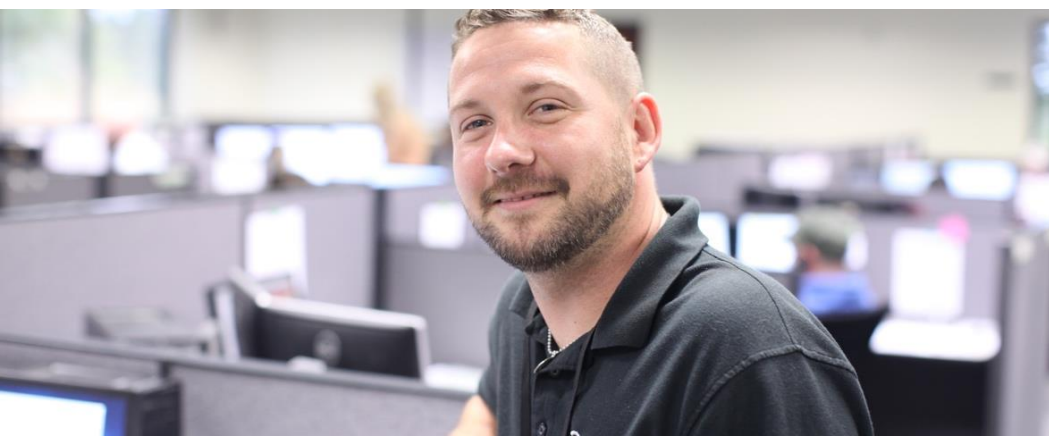
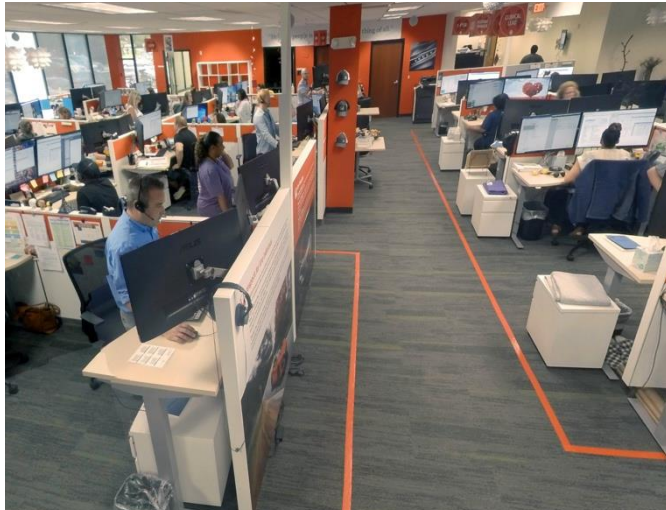
Pharmacy Claims Payer

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



**PSR/HEP
EXPERT**



**POD
MANAGER**



**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?