



CONCORDIA PLANS

Dear Concordia Plans member:

How you navigate your health benefits is changing Jan. 1, 2024.

Your healthcare navigator: Quantum Health

Starting in 2024, if you have any questions at all – **First call Quantum!** Quantum Health will be your **best, first point of contact** for your healthcare needs. First call Quantum for:

- All calls related to your health care.
- Medical and Prescription Benefits.
- Claims-related questions.
- Finding an in-network provider.
- Required authorizations pertaining to your healthcare journey.

Quantum will help you find solutions for your healthcare needs, leaving you with more time to focus on your health and wellness. It'll feel like you have your own team of medical experts to make the whole healthcare process smoother and less stressful.

You'll find Quantum's contact information on the new ID card that you will be sent later this year. Watch for more information about Quantum coming soon.

New ID cards for you and your family

Later in December, you will receive a new combination medical + prescription drug ID card for 2024, as **your 2023 cards will not be valid after Dec. 31**. Your new ID card should arrive in the mail towards the end of December, but it will also be available electronically at **ConcordiaPlans.quantum-health.com** after Dec. 25.

If you have any questions about these changes, CPS is ready to help! Call 888-927-7526, 7 a.m.-5 p.m. CT.

Your Concordia Plans Team