



# UNDERSTANDING YOUR HEALTH BENEFITS

When you need help, contact your Quantum Health Care Coordinators.

## THE ONE NUMBER TO CALL FOR ALL THINGS RELATED TO YOUR HEALTH PLAN

Think of us as your personal team of nurses, benefits experts and claims specialists. We will do whatever it takes to support your unique healthcare needs and help you navigate your benefits.

### YOUR QUANTUM HEALTH CARE COORDINATORS ARE HERE TO HELP

Below are your behind-the-scenes partners who administer your benefits. While we want you to familiarize yourself with them, your Quantum Health Care Coordinators are your one resource for tasks, such as replacing ID cards and resolving claims. Your Care Coordinators will work with your network, third-party administrator and pharmacy benefit manager on your behalf. No request is too big or too small for your Care Coordinators. Contact them first for healthcare and benefits help.



- Network of local and national providers
- Negotiates with providers to offer discounted rates



- Third-party administrator for claims processing and payment
- Claims review and coverage verification
- Explanation of benefits statements detailing claims submitted from providers, how much the plan covers and how much you owe



- Pharmacy benefit manager
- Prescription claims processing
- Negotiates with pharmacies and drug manufacturers to offer discounted rates
- Development and management of formulary (preferred drug list) and pharmacy network
- Home delivery of prescriptions



[ConcordiaPlans.quantum-health.com](http://ConcordiaPlans.quantum-health.com)

(833) 740-3260  
(Monday-Friday, 8:30 a.m.-10 p.m. ET)

