

## Your partner in navigating healthcare

In today's ever-changing healthcare landscape, it helps to have someone by your side. If you're enrolled in medical coverage through the Board of Pensions, you can access care navigation from Quantum Health.

Quantum Health Care Coordinators are well-versed in your benefits and work with Highmark Blue Cross Blue Shield to help make the healthcare process easier. They are committed to simplifying your healthcare journey by providing assistance when you need it most, including:

- locating network providers
- verifying benefits and explaining copays, deductibles, and/or coinsurance
- advocating for your care
- precertifying care when required
- answering questions about medical tests or procedures
- assisting with claims or billing questions
- ordering replacement ID cards
- connecting you with the other benefits and resources available from the Board of Pensions

### Contacting a Care Coordinator is easy



**Call:** 855-497-1237, Monday through Friday, 8:30 a.m. to 10 p.m. ET.

**Click:** [myqhealthpcusa.org](https://myqhealthpcusa.org) to schedule a call or chat live.

**Tap:** Download the Quantum Health mobile app from the Apple or Google app store.

Additionally, there are times that a Care Coordinator or Personal 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.

For more information about care navigation, visit [pensions.org/care-navigation](https://pensions.org/care-navigation).