



CARE NAVIGATION

As your dedicated team of nurses, benefits experts, and claims specialists, Quantum Health's Care Coordinators work to support your unique healthcare needs.



I NEED HELP WITH A HEALTH ISSUE

Quantum Health Care Coordinators can:

- create health improvement plans
- advocate for your care
- connect you with other benefits and resources available to you from the Board of Pensions



I NEED A DIAGNOSTIC TEST OR SURGERY

Connect with Quantum Health to:

- get answers about a medical test or procedure
- find out if the procedure requires precertification
- get health education resources
- locate Centers of Excellence

Important: You can find a list of procedures that must be precertified on the back of your medical ID card. Your provider should contact Quantum Health at the number on the card to precertify care when needed.

WAS MY CLAIM PAID?

Ask Quantum Health when you:

- have claims or billing questions
- need help with understanding an explanation of benefits (EOB)

I NEED HELP TO UNDERSTAND OR USE MY BENEFITS

Quantum Health Care Coordinators can:

- verify coverage
- order replacement ID cards
- help locate network providers
- explain what provider quality ratings mean for your care
- explain the copays, deductibles, and/or coinsurance that may apply
- help reduce out-of-pocket costs



I HAVE QUESTIONS ABOUT OTHER BENEFITS THROUGH THE BOARD OF PENSIONS

If you have questions about other benefits you have through the Board of Pensions, such as the Defined Benefit Pension Plan or death and disability benefits, call the Board at 800-PRESPLAN (800-773-7752) just like you always have. We are here to serve!

I NEED A PRESCRIPTION

Connect with Quantum Health to:

- track refills through Express Scripts home delivery
- get help if your current medication is about to run out



CLICK

myqhealthpcusa.org



TAP

Quantum Health
Download the app from the
Apple app store or Google app store



CALL

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



THE BOARD OF PENSIONS
OF THE PRESBYTERIAN CHURCH (U.S.A.)

