

Your Healthcare Simplified Meet Quantum Health!



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Agenda



01 Introducing Quantum Health

02 CPG and Quantum Health

03 Frequently Asked Questions

04 Your Questions Answered



Watch the video

01

Introducing Quantum Health



Vikki Ooten

Client Manager, Quantum Health

Jen Parmentar

Senior Pod Manager, Quantum Health

Kathleen Stephens

Client Executive, Quantum Health

What we'll cover

- About Quantum Health
- How we help you
- How to connect with us

Our mission



No one should have to navigate healthcare alone.

Navigating healthcare is complicated. You deserve an expert guide. A compassionate listener. Someone on a mission to eliminate expense, complexity, and worry along the way. It's why we invented healthcare navigation—to make your benefits smarter and simpler.



**We're here
to help**



When you need help, contact us

Beginning January 1, 2025, your Quantum Health Care Coordinators will:

- Answer claims, billing, and benefits questions
- Find in-network providers
- Verify coverage and get prior approval, if needed
- Contact providers to coordinate your treatment
- Help you save on out-of-pocket costs
- Review your care options
- Provide information on health issues
- Replace ID cards



Support from a dedicated team

Pod: A group of 60-65 specialists advocating for you

Pod Leadership Team

- Enhances user experience and clinical outcomes
- Utilizes real-time, crowd-sourced feedback

Clinical Service

- Supports chronic and acute conditions
- Oversees utilization management
- Manages behavioral health clinical needs
- Engages team through trained Personal Care Guides

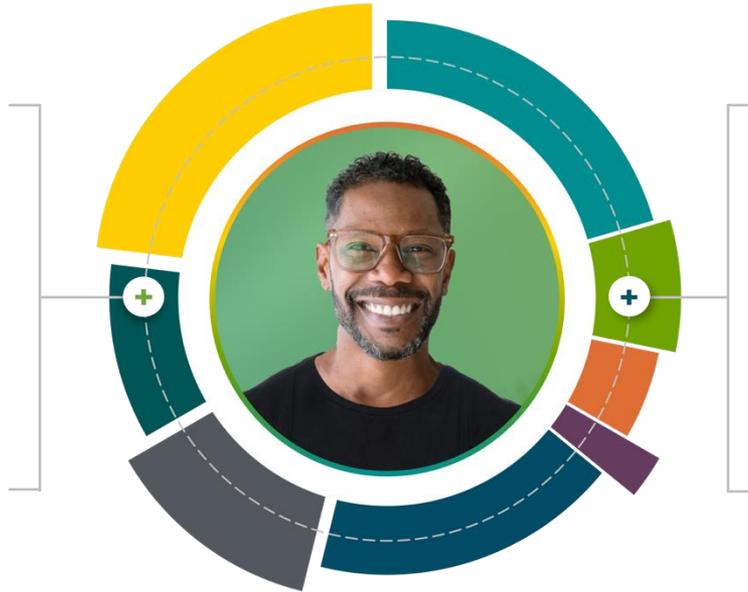
Customer Service

- Advocates for every member
- Educates members about claims, benefits, point solutions, cost and quality

Comprehensive clinical expertise for every unique need

Clinicians in each Pod to help navigate:

- Case Management
- Chronic Condition Management
- Utilization Management
- Behavioral Health Management



Specialty Services to help navigate:

- Oncology Management
- Transplant Management
- Pharmacy Management
- NICU Management

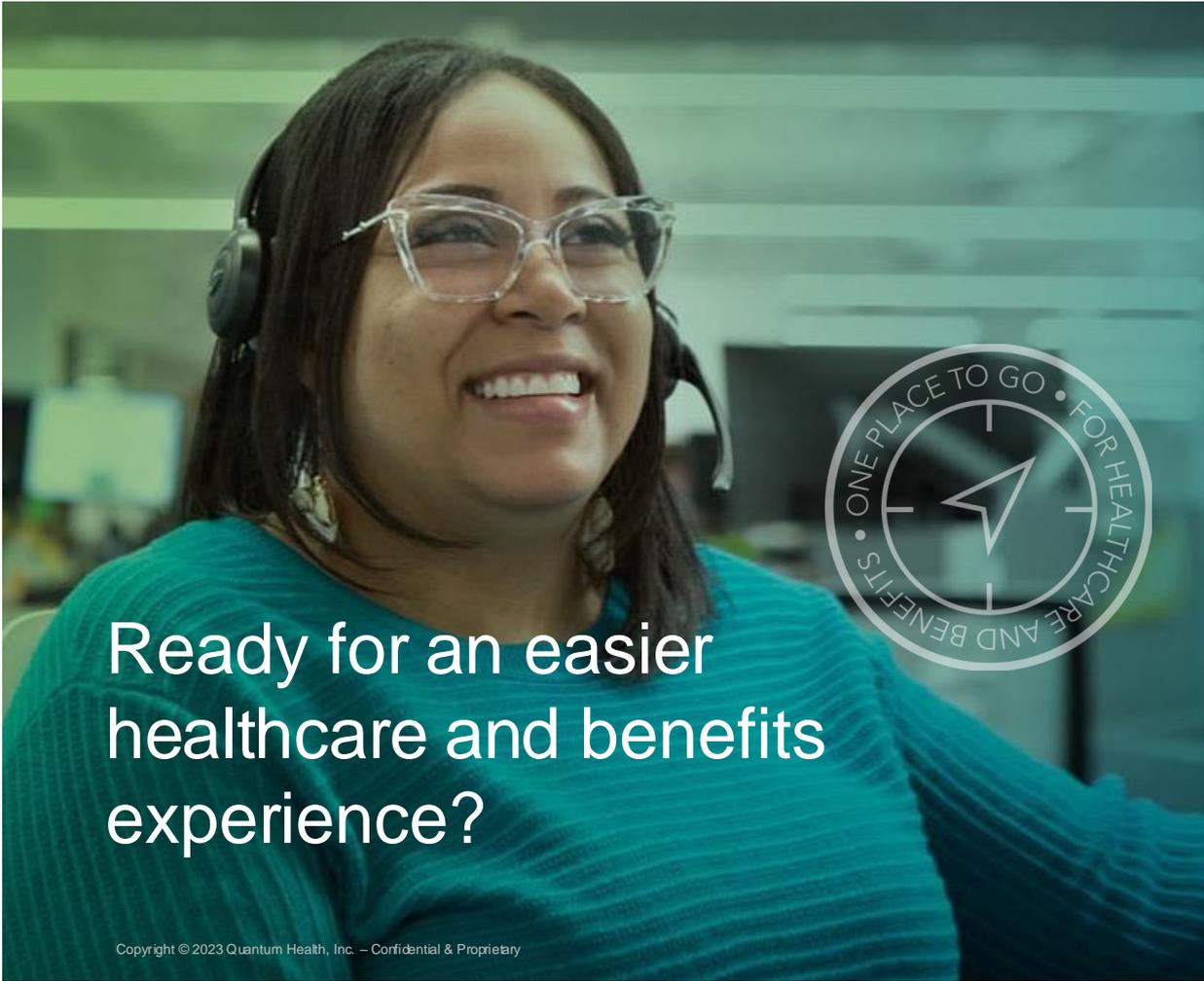
**Social determinants of health
addressed for every member**

When you don't know where to begin, start with us.

We may call you—but only if it's important.
For example, we might call if:

- You could save on your out-of-pocket costs
- There is a concern with your prescriptions
- You qualify for a coaching program
- We need to follow up on a procedure or discharge





Ready for an easier
healthcare and benefits
experience?



One number to call
with any question



One app for
self-service



One team of experts
dedicated to helping you



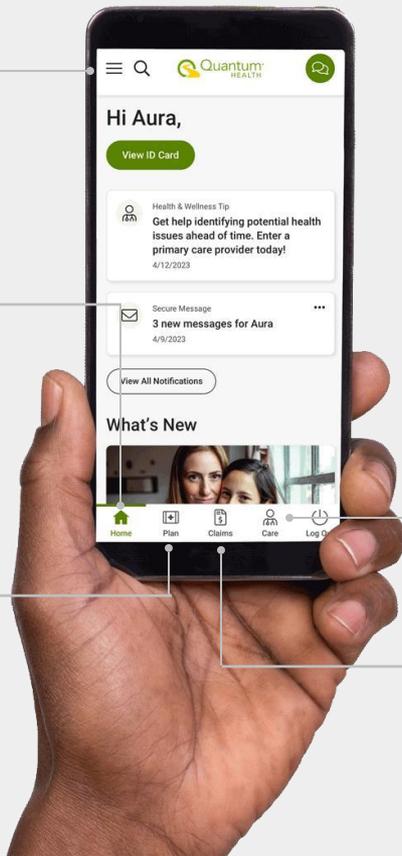
Beginning January 1, 2025, download the Quantum Health app



Use the menu to see everything available on the app.

Easily access your ID card, chat with a Care Coordinator, and view your messages.

Search for in-network providers, check healthcare costs, and review your benefits.



Enter your information and connect with a Care Coordinator.

Get up-to-date information on medical claims, deductible status, and healthcare spending information.



02

CPG and Quantum Health



Anthony Cota

Vice President, Policy & Plan Administration
Benefits Policy

Enhancements available via Quantum

for members whose plans use Anthem and Cigna networks

Effective January 1, 2025:

Teladoc Health Services

Individuals Organizations Clinicians

Teladoc

Sign Register now

Connect to a doctor in minutes by phone or video

With Insurance Without Insurance

Millions of people have Teladoc through their health insurance. Set up your account and save if you're covered.

✓ Teladoc is covered by most major insurers.

Register now

Set up your account to see your discounted pricing.

Our doctors diagnose, treat, and prescribe medication*

* Talk to U.S. board-certified doctors and nurse practitioners, 24/7.

Contact Us

Magellan Healthcare

Magellan HEALTHCARE

Magellan Healthcare

Evidence-based innovations for emotional wellbeing and mental health

Support Us

We do not accept the status quo. We will continue to innovate and introduce products that resonate, disrupt the industry, and continue to make a difference in people's lives.

Personal Precision Oncology Management

Employee Benefit News and Quantum Health's New National Employee Study: Fresh Employee Engagement in Healthcare Benefits is a Top Priority for Business Execs

Quantum HEALTHCARE

What we do Who we serve Resources Company

Sign Schedule a demo

Navigating cancer

Cancer impacts millions of lives, with roughly 1.9 million new diagnoses per year in the U.S. alone. It's the second-leading cause of death in our country and the No. 1 healthcare cost driver for many employers. Through comprehensive navigation and care coordination, Quantum Health helps improve clinical and financial outcomes of cancer, ensuring members get the care they need while reducing the burden on self-insured employers.

Guidance, expertise and emotional support

Before he was even old enough to drive, Landon Smith was diagnosed with Ewing Sarcoma — a rare and aggressive cancer of the bone and soft tissues. Facing a long and stressful recovery process, Landon's family turned to Quantum Health for support throughout every step of his journey.

New ID Cards



New Cards with New Policy Numbers for 2025

- In December 2024, Anthem and Cigna network members will receive a **new ID card** with a **new member and group number**
 - Members will receive two ID cards
 - Their names and those of their dependents will appear on cards
 - Additional cards may be obtained by calling Quantum and via the Quantum app and website
- Beginning January 1, 2025, members **MUST** use the new cards to access medical, prescription, and behavioral health benefits and EAP services
- Old Anthem and Cigna ID cards will not work after December 31, 2024

≡ What members need to do



Look in the mail this month for their new Anthem or Cigna ID card, which will include Quantum information.



Beginning January 1:

- Make sure their pharmacy has their new card on file
- Give doctors the new card
- Sign up with Quantum via [MyCPG Accounts](#)

≡ When to call Quantum versus CPG Client Services ≡



Call Quantum to

- Replace ID cards
- Find in-network physicians
- Verify coverage and, if necessary, get prior approval
- Review care options
- Prepare for a hospital stay
- Contact doctors to coordinate treatment
- Save on out-of-pocket costs
- Resolve a claims question



Call Client Services for

- Eligibility information
- [MyCPG Accounts](#) support
- Other benefits (e.g., pension, disability, life Insurance, etc.)

Contact Quantum Health



Call 866-871-0629, Monday to Friday, 8:30 AM to 10:00 PM ET



Log in to [MyCPG Accounts](#), where members can create a Quantum account for future access



Visit [MyQuantumCare.org](#), where eligible spouses and dependents can set up their Quantum accounts



Use the Quantum app, Quantum Health, available in the [Apple Store](#) and [Google Play](#)

Contact Client Services



Monday to Friday

8:30 AM to 8:00 PM ET (excluding holidays)

Members

Call 800-480-9967

Email mtcustserv@cpge.org

Administrators

Call 855-215-5990

Email admin-assist@cpge.org

03

Frequently Asked Questions



Kirk Mason

Vice President, Benefits Relationship Management

Toni Marie Sutliff

Director, Benefits Relationship Management

Your Questions Answered



04

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