



FIND US ON YOUR MEDICAL ID CARD

		MEMBERS: Contact Care Coordinators for any healthcare questions: (866) 920-1968 SoteraHealthBenefits.com
MEMBER NAME:		DEPENDENTS:
ID NUMBER: GROUP NO: PLAN:		
PATIENT RESPONSIBILITY: Primary Doctor: \$00 Copay Specialist w/ referral: \$00 Copay Specialist w/o referral: \$00 Copay Out of Network Ded., then XX%		SUBMIT CLAIMS TO: TPA LOGO TPA Network – PO Box 55555 City, ST 55555
		PRIMARY NETWORKS: NETWORK LOGO

When you need help with your healthcare and benefits, start with your Quantum Health Care Coordinators. Your Care Coordinators are your personal team of nurses, benefits experts and claims specialists who are your one resource to contact whenever you need help. You can find our contact information on your medical ID card, so you always have expert help on hand.

Empowered and resourceful, Care Coordinators are here to help you:

- Get answers to claims, billing and benefits questions
- Find in-network providers
- Verify coverage and get prior approval if needed
- Contact providers to coordinate your treatment
- Review your care options
- Replace ID cards

Sometimes we may call you – but we wouldn't call if it weren't important. We might call if:

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

Prior approval may be required - services that require preauthorization include:

- Inpatient hospital admissions
- Surgery (inpatient or outpatient)
- Home healthcare and hospice care
- Skilled nursing facility admissions
- Transplants
- MRI, MRA and PET scans
- Durable medical equipment (DME)
- Oncology care and services
- Dialysis
- Partial hospitalization and intensive outpatient for mental health/substance abuse
- Genetic testing
- Specialty medications

If you have an upcoming medical service or procedure that may require preauthorization, call your Care Coordinators to confirm your coverage in advance. They'll gather the necessary information from your doctor and confirm your medical plan coverage with you and your doctor.

Can't find your ID card? Quickly access your ID card through your online account or call us to request a new one.



SoteraHealthBenefits.com

(866) 920-1968

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



Frequently Asked Questions

Who is Quantum Health and what do we do?

We're the industry-leading healthcare navigation and care coordination company. Organizations hire us to help their employees and their family members navigate their benefits, as well as the cost and complexity of healthcare. We work with healthcare providers and third-party administrators (claims processors) to make sure our members get the best care for the best cost, and that medical claims are paid correctly. We can also help you understand and connect with all the benefits available to you. When you don't know where to begin, start with your Care Coordinators.

Who are Care Coordinators?

Care Coordinators are your personal team of nurses and benefits experts working with you and your providers to make your care simpler and more affordable. When you need help finding a provider in your network, solving a claims issue, learning about your benefits, or anything else that can make your healthcare easier, contact us online or over the phone.

What are in-network providers?

In-network providers, like doctors' offices or hospitals, that accept your medical plan agree to provide care at a discounted rate. That means your plan covers more of the cost for your care and you save money. Out-of-network providers don't have a pre-negotiated rate with your medical so they cost you more. You may even need to cover the cost of the visit up front and file a claim for reimbursement later.

How do I know if I will have coverage?

If you have any questions about coverage, start with Quantum Health. Reach out to your Care Coordinators to confirm coverage or view your benefits in your online account.

What if I have an issue with my medical bill?

Your Care Coordinators are experts at understanding your coverage and can help work with you to ensure even the most complex medical bills are correct.

No request is too big or small for your Care Coordinators.

Contact us by phone or chat during business hours, or anytime through your online account.



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