

Care Navigation

A BETTER WAY TO EXPERIENCE HEALTHCARE

The Board of Pensions of the Presbyterian Church (U.S.A.), in partnership with Quantum Health, is excited to provide care navigation as a new feature of the Medical Plan, starting April 1, 2022. Care navigation guides members and their families to high-quality care and helps them make the most of their medical benefits. It enhances the value of medical benefits through the Board of Pensions — at no additional cost to the member or employer.

CONNECT WITH
QUANTUM HEALTH

April 1



CLICK



TAP



CALL

Reach out to Quantum Health's Care Coordinators online and through the MyQHealth mobile app, or call. More details are coming soon.

As healthcare has grown increasingly complex, the Board of Pensions wants to help members continue to have successful health outcomes. That's why we're providing care navigation to members in all three Medical Plan options — PPO, EPO, and HDHP — as part of their medical benefits. Care navigation helps members and their families receive *the right care, at the right place, at the right time*.

HOW CARE NAVIGATION WORKS

Starting April 1, Quantum Health is the primary point of contact when members have questions about medical, behavioral health, or prescription drug benefits or need help with a healthcare issue. When members contact Quantum Health, they receive personalized support from a dedicated group of healthcare and benefits professionals — called Care Coordinators — who work together to provide the highest level of care.

Care Coordinators are well versed in the medical benefits offered through the Board of Pensions and can help members with anything that can make the healthcare process easier, including

- answering claims, billing, and benefits questions;
- managing a health condition;
- saving money on out-of-pocket costs, such as by finding network facilities;
- ordering replacement ID cards;
- understanding how to get the most out of their benefits; and
- learning simple steps to improving health.

Care navigation helps members have a smoother, more positive experience as they navigate an often-difficult healthcare system. Care Coordinators will help reduce the stress and frustration many members experience when navigating the system alone.



MyQHealth.
by QUANTUM HEALTH



WHAT'S STAYING THE SAME

The medical coverage features members rely on continue to work seamlessly:

- Members still have access to the same Blue Cross Blue Shield (BCBS) national provider network, which is the largest in the nation and the best for our members throughout the country.
- Highmark BCBS continues to process medical claims.
- Express Scripts continues to administer prescription drug benefits.
- Deductibles, coinsurance, copays, and out-of-pocket maximum amounts remain the same.
- The same medical care and services, including behavioral healthcare and prescription drugs, are covered by the plan.

For members who have been working with a Highmark BCBS nurse for support with a health issue, a Quantum Health Care Coordinator will reach out in March about transitioning to Quantum Health April 1.

Care navigation is not available to members enrolled in Triple-S, GeoBlue, or the Medicare Supplement Plan. Medicare Supplement Plan members continue to contact Highmark as before, and members with medical coverage through Triple-S and GeoBlue continue to contact those service providers.

Visit pensions.org/care-navigation for more information.

ABOUT QUANTUM HEALTH

With more than 20 years of experience, Quantum Health brings specialized clinical expertise and healthcare industry knowledge. Quantum Health is dedicated to supporting and guiding members on their healthcare journeys and helping them realize a better healthcare experience. It's all they do, and they are recognized as the best in the field of care navigation.

WE'RE STILL HERE FOR YOU

The Board of Pensions is still here to answer *any* questions. We remain responsible for all aspects of benefits, and we are *always* here to serve.

If you have questions, call the Board of Pensions at **800-773-7752 (800-PRESPLAN)** Monday through Friday, 8:30 a.m. to 7 p.m. ET.

For members

We continue to be the primary point of contact for questions about

- pension benefits;
- death and disability benefits; and
- the Medicare Supplement Plan.

For employers

Employers continue to contact the Board of Pensions with questions about

- benefits selection;
- cost; and
- administration.



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