



Dear Member:

Your medical ID card for 2025 is on its way. We apologize for the delay. All members who are enrolled in plans that use the Anthem Network for 2025 have coverage dating back to January 1, 2025. If you received medical services already this year and your providers were unable to verify your coverage, those providers will be notified that your coverage is effective January 1, 2025. If you receive any bills from them stating that you did not have coverage at the time of service, please ask them to resubmit your claim. If you have already paid such bills, please ask them to resubmit the original claim (using the information on the back of your medical ID card) and request a refund from your provider of any excess amount you paid.

If you need immediate access to your medical ID card or want extra copies, you can download a digital version by visiting MyQuantumCare.org or via the Quantum Health app. You will need to create a login to access your ID card. Alternatively, you can contact Quantum directly at 866-871-0629.

As a reminder, you must share this new card with your physicians, behavioral health providers, other medical facilities, and your pharmacy. All claims must be processed using the information on the back of your medical ID card. If your providers encounter a problem, ask them to call Quantum at the number listed on the back of your card, which is a **dedicated phone line** for members of The Episcopal Church Medical Trust. Please note, for dental services, you should continue—or begin—using your Delta Dental ID card.

If you have any questions, please **call Quantum at 866-871-0629**, Monday to Friday, 8:30 AM to 10:00 PM ET. This is the dedicated line for The Episcopal Church Medical Trust. If prompted for your employer, please indicate “The Episcopal Church.”

If you want to learn more, please watch our on-demand [webinar](#) introducing Quantum Health or view our [website](#) to learn about all the services that are now available through Quantum.

We thank you for your patience and understanding and wish you the very best this coming year.

Faithfully,
The Episcopal Church Medical Trust

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