

name
address 1
city, state zip

November 26, 2024

Dear Member:

The Episcopal Church Medical Trust is delighted to announce that as of January 1, 2025, Quantum Health will be available to guide members whose plans use the Anthem and Cigna networks through the intricacies of what can be a fragmented medical system. Since 1999, Quantum's Care Coordinators have been helping people maximize benefits, make more informed treatment decisions, and achieve better health outcomes.

Quantum Care Coordinators are nurses, benefits experts, and claims specialists who are familiar with our members and our plans. They will be able to answer your healthcare-related questions, including inquiries about benefits and claims, and help you

- find in-network physicians;
- verify coverage and, if necessary, get prior approval;
- review care options;
- prepare for a hospital stay;
- coordinate treatment plans;
- save on out-of-pocket costs;
- replace ID cards—and lots more!



Your Healthcare Simplified. Meet Quantum Health!

Join this webinar on **Thursday, December 12, at 3:30 PM ET** to learn more about Quantum, meet our Care Coordinator leader, and find out how Quantum can help simplify your healthcare experience. Register now by visiting cpq.org/quantumwebinar or by scanning the QR code.

New ID Card

In December, you'll receive a new medical ID card with a new member and group number. You must share this card with your pharmacy and your doctors beginning January 1, 2025, as your old card will no longer be valid. You'll use the new card to access medical, prescription drug, and behavioral health benefits and the services of the Employee Assistance Program.

What You Need to Do

- Look out for your new ID card, which will be mailed in December.
- Beginning January 1:
 - Make sure that your pharmacy has your new card on file.
 - Give doctors and medical facilities your new card.
 - Log in to *MyCPG Accounts*, where you can register on Quantum's site for future access.

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Transition of Care

Anthem and Cigna will provide Quantum with approved authorizations for treatments that will take place in 2025. You may call Quantum in December to confirm that all necessary authorizations are in place and thus ensure there is no disruption in your care.

To Contact Quantum

- Call 866-871-0629, Monday to Friday, 8:30 AM to 10 PM ET.
- Beginning January 1:
 - Log in to *MyCPG Accounts*, to access Quantum's site.
 - Visit *MyQuantumCare.org*, where your enrolled eligible dependents can set up a Quantum account.
 - Use the app, Quantum Health, available in the App Store and Google Play.

Thank you for allowing us to serve you another year.



John Servais
Senior Vice President
Benefits Policy and Design

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