



# Introducing Quantum Health

## Your well-being is important to us.

That is why we've contracted with Quantum Health, the pioneer and leader in the field of healthcare navigation, to offer you support.

Since 1999, Quantum Health has been committed to using their industry expertise to help individuals achieve a better healthcare experience. Next year, they will begin helping you maximize your benefits, make more informed treatment decisions, and achieve better health outcomes.

### No one should navigate healthcare alone or go through caregiving alone...

Beginning January 1, 2025, Quantum will

- guide retirees as they navigate medical, prescription, vision, behavioral health benefits, and the Employee Assistance Program (EAP)
- guide caregivers as they foster the well-being of those in their care

Quantum will be available to connect retirees and caregivers with personal care coaches—doctors, nurses, occupational therapists, certified dementia practitioners, social workers, and many other experienced professionals—who can help them:

- understand health benefits
- schedule appointments and transfer records
- resolve insurance and billing issues
- estimate and compare care costs
- navigate new diagnoses, like cancer and Alzheimer's
- make decisions about clinical treatments
- arrange for home meal delivery
- locate nursing homes and assisted living facilities
- craft an advanced directive
- initiate an appeals process
- maneuver through Medicare
- and lots more

### Will having Quantum change my benefits?





No. Quantum's role is to support the needs of retirees, their spouses, dependents, and caregivers. Benefits will still be provided through a UnitedHealthcare Group Medicare Advantage plan.

### Will my providers change?

Not at all. You can see any Medicare provider (in and out of network) at the same cost share, as long as they accept the plan and have not opted out of or been excluded/precluded from the Medicare Program. You can continue to contact them about health concerns and appointments just as you've done in the past.

As always, you should call CPG Client Services with questions about eligibility and the enrollment process.

### How do I contact Quantum?

-  Call 866-871-0629, Monday to Friday, 8:30 AM to 10:00 PM EST.
-  Log in to MyCPG Accounts, where retirees can create a Quantum account.
-  Visit [myquantumcare.org](https://myquantumcare.org), where dependents can set up a Quantum account.
-  Use the Quantum app, Quantum Health, available from the App Store® and Google Play™.

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