

WHATEVER IT TAKES



We're problem-solving, frustration-fighting people on a mission to make your healthcare simpler.



MyQHealth.
by QUANTUM HEALTH

Think of us as your personal team of nurses, benefit experts and claims specialists who will do all we can to support your unique healthcare needs. Each time you contact us, you'll talk to a real person who knows you, your benefits and your health history.

From replacing ID cards to more complicated matters like claim resolutions, no request is too big or small for your MyQHealth Care Coordinators. We're your one resource to contact whenever you need help with your medical, dental, wellness or pharmacy benefits.

Empowered and resourceful, MyQHealth Care Coordinators do things like:

- Verify coverage
- Assistance with prescription drug coverage
- Advocate for your care
- Providing guidance and advice for new diagnoses and illnesses or help managing chronic conditions
- Find in-network providers
- Contact providers to discuss treatment
- Answer claims, billing and benefits questions
- Help reduce unnecessary, out-of-pocket costs

We also help confirm precertification for services to make sure you're always covered.

- Inpatient and Skilled Nursing Facility Admissions
- Outpatient Surgeries
- MRI/MRA and PET scans
- Oncology Care and Services (chemotherapy and radiation therapy)
- Genetic Testing
- Home Health Care
- Hospice Care
- DME - all rentals and any purchase over \$1500
- Organ, Tissue and Bone Marrow Transplants
- Dialysis
- Partial Hospitalization and Intensive Outpatient for Mental Health/Substance Abuse

**WHATEVER IT TAKES TO
MAKE YOUR HEALTHCARE
WORK TO YOUR BENEFIT**



855-649-3862
mybgibenefitscenter.com

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MyQHealth - Care Coordinators

Your Health Benefits

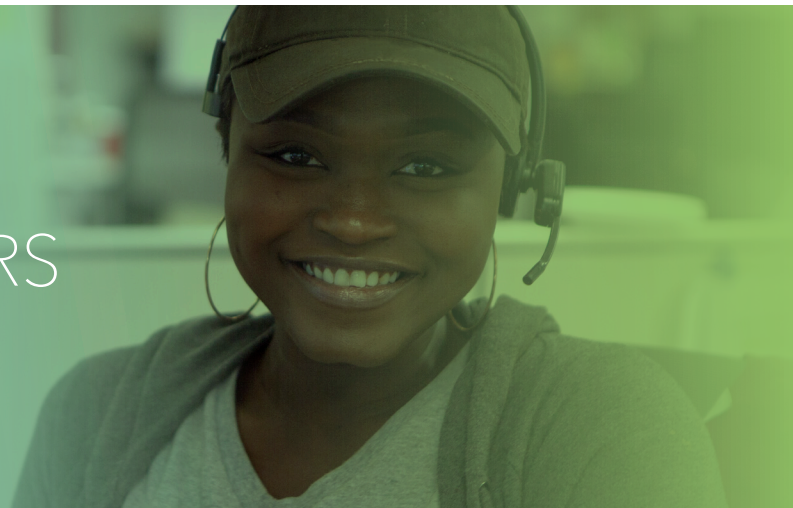
Provider Network: Aetna

Medical Claims Administrator: Meritain

Pharmacy Claims Administrator: CVS Caremark

CONTACT YOUR CARE COORDINATORS

We are your personal team of experts dedicated to making your healthcare simpler and more affordable.



MYQHEALTH CARE COORDINATOR F.A.Q.

- Q: I don't understand my medical bill.** **A:** Claims and benefits can be complicated. Your Care Coordinators are experts at explaining your employer's health plans and helping you understand even the most complex medical bills.
- Q: I've lost my medical ID card.** **A:** No problem. Just give your Care Coordinators a call or visit your member website to request a new one, and we will get a replacement in the mail to you right away.
- Q: Is my doctor in the network?** **A:** A great way to avoid surprise fees is to verify that your doctor is in your plan's network prior to your appointment.
- Q: I want to talk to someone about my treatment plan.** **A:** It's OK to have questions about your diagnosis or treatment plan. Get help and guidance whenever you are uncertain about your care from a Nurse Care Coordinator.

ALL THE CONTACT INFORMATION YOU NEED IS ON YOUR ID CARD

Call your Care Coordinators with any questions

Your network of providers is Aetna Choice POS II

Your Provider will submit claims to your claims administrator, Meritain

Procedures requiring pre-certification or pre-notification

Your medical payment responsibility

Additional info for your healthcare providers

mybgibenefitscenter.com

855-649-3862
(Monday-Friday, 8:30 a.m.-10 p.m. EST)

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