

## SMART TIPS FOR YOUR HEALTH PLAN

Your well-being is our top priority. This newsletter gives you a quick look at some of your health plan's powerful resources.

### Quantum Health Portal: Get 24/7 Health Plan Help

The Quantum Health portal lets you connect to your benefits, download an ID card and get real-time claims information. You can also use the newly enhanced provider search to find the right care.

Register for the portal: [BrightSpring.Quantum-Health.com](https://BrightSpring.Quantum-Health.com)

Download the portal app: "Quantum Health"



### New! "BrightSpring Connect" App

Download the app for instant access to BrightSpring benefit enrollment, key contacts and resources.



### Plan Questions? Contact a Care Coordinator

Get personalized help and support when and how it's easiest for you.



Call 866-885-1491 (Translation services available).



Chat live during business hours, 8:30 a.m. - 10 p.m. ET.



Schedule a call at your preferred date and time.



Send a secure message 24/7 through your online account.

### HOW A CARE COORDINATOR CAN HELP

Your health plan includes a team of benefit experts, claims specialists and licensed medical professionals committed to your well-being. These compassionate Care Coordinators can:

- **Answer benefits questions.** They'll explain your coverage clearly so you can make the most of your plan. They can also issue or replace your Benefits ID card.
- **Connect you to the right providers.** You'll get all the help you need finding and comparing providers based on quality, cost and how well they work with your plan.
- **Communicate with providers on your behalf.** When providers need to verify your benefits or have plan questions, a Care Coordinator can explain coverage, copays and deductibles.
- **Manage medical conditions.** Clinical support is available to help you understand a new diagnosis, clarify a treatment plan and manage medications.
- **Provide billing support.** Care Coordinators will provide guidance on claims questions and work with providers on any billing issues so you don't have to.



Care Coordinators are available to provide expert service and support.

866-885-1491 | M - F, 8:30 a.m. - 10 p.m. ET | [BrightSpring.Quantum-Health.com](https://BrightSpring.Quantum-Health.com)

