

# 2025 Annual Enrollment: Highlights, Reminders, and Q&A Forum for Annual Enrollment Administrators



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October 16, 2024

**Group Health Plan Renewal &  
Annual Enrollment Webinar Series**



# Topics for Today



- 2025 Annual Enrollment Timeline
- Quantum Health
- General AE Updates & Reminders
- Your Questions

# 2025 Health Plan Renewal and Annual Enrollment Timeline

## Annual Enrollment



### January to July

- Policy and design process
- Pricing
- Renewals
- Renewal supporting materials
- Member communications



### August to September

- Plan renewals release date: 8/29
- Group plan renewals: 8/29 – 9/20
- Institution plan sub-selection period: 9/23 – 10/4
- Enrollment system preparation
- Member communication mailings



### October to November

- Active Member & Pre-65 Former Employee AE dates: 10/16 –11/15
- Post-65 Former Employee dates: 10/23 –11/22\*
- Vendor / member account set-up



### December to January

- CPG conducts a quality review of AE transactions
- Member ID cards are created and mailed

\*Dates are subject to change.



# Quantum Health

# ≡ New Vendor – Quantum Health (Quantum) ≡

for members whose plans use Anthem and Cigna networks

**Starting January 1, 2025, Quantum care coordinators will be available to:**

- Answer claims, billing, and benefits questions
- Replace ID cards
- Find in-network providers and contact them to coordinate treatment
- Verify coverage and, if needed, obtain prior approval
- Provide information about health issues and review care options
- Help members save on out-of-pocket costs and much more!

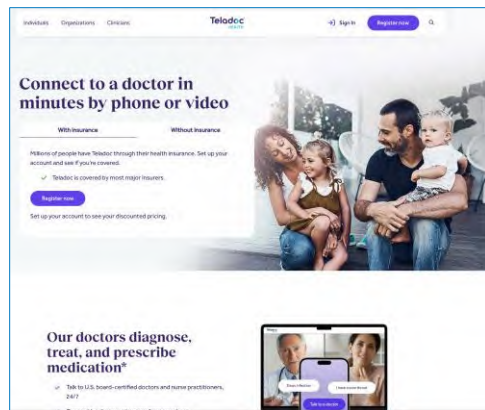
**Members will still be able to contact their medical providers directly for services.**

# Point Solutions

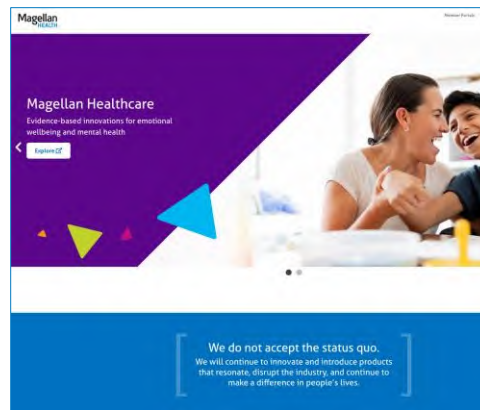
for members whose plans use Anthem and Cigna networks

The following enhancements will take effect January 1, 2025:

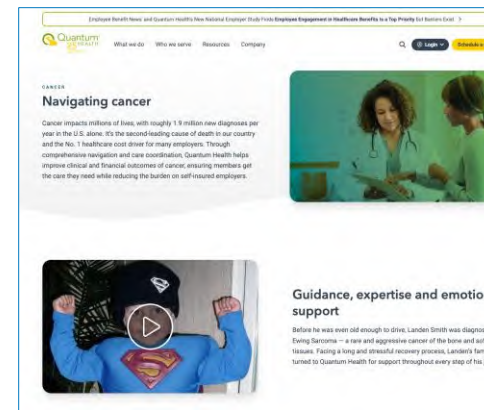
## Teladoc Health Services



## Magellan Healthcare



## Personal Precision Oncology Management



# Annual Enrollment Support 2024

For members whose plans use Anthem and Cigna networks



During the 2025 Annual Enrollment period, **Quantum care coordinators** will be available to help members understand plan options and choose the right plans for themselves and their families.



## New Cards and New Policy Numbers for 2025

- In December 2024, members will receive NEW ID cards with a NEW plan NUMBER.
- Beginning January 1, 2025, members MUST use the new cards for medical, prescription (Express Scripts), and behavioral health services (including EAP).
- Old ID cards will not work after December 31, 2024.

# One Place to Go, One Team to Help

**Members who have questions about claims, benefits, medications, or care coordination should contact Quantum.**



Call 866-871-0629, Monday to Friday, 8:30 AM to 10:00 PM EST



Visit [MyQuantumCare.org](https://MyQuantumCare.org)



Use the Quantum app, Quantum Health, available at the Apple Store® and Google Play™





## Topics for Discussion

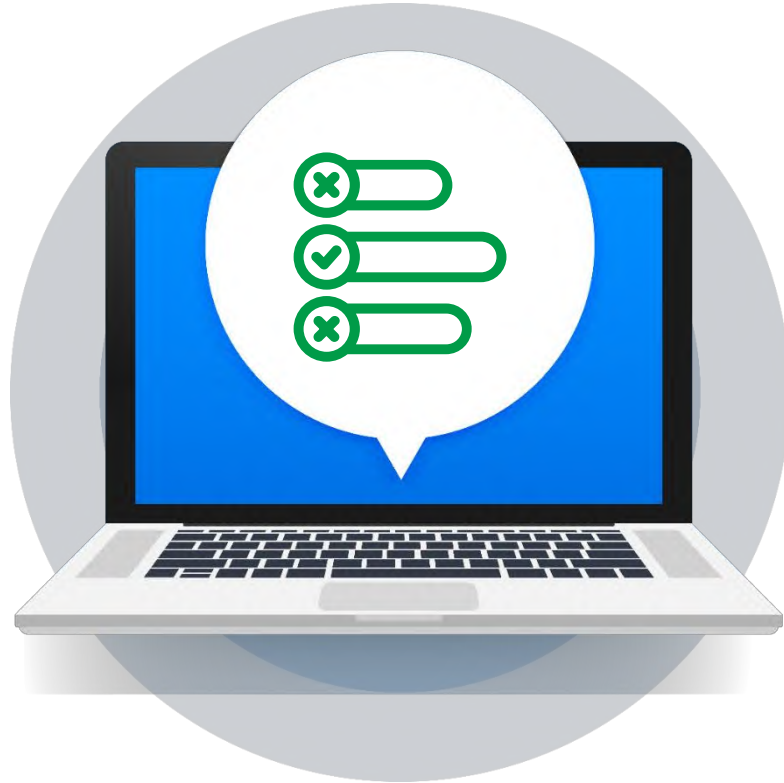


- General AE Updates & Reminders
- Pre-Register for the December 12th Quantum Webinar for Administrators and Members
- Your Questions

# ≡ Reflections, Questions, and Discussion ≡



# Feedback Survey



# Administrator Webinar Resources

Register for upcoming webinars and access on-demand recordings and resources on the webinar page of ARC at [cpg.org/arc](https://cpg.org/arc)

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# Thank You!

For your participation and feedback.

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