



Important Cigna Claims Update

Dear Friend:

As you know, this past January, we made an important change to our health plans and transitioned many of the services to [Quantum Health](#). This change was designed to provide you with expert guidance, personalized support, and a single point of contact for your health care needs.

However, we understand the transition has caused some challenges, mostly related to a delay with claims processing and reimbursement levels on out-of-network claims. We recognize that the difficulties you may have encountered are not at the level of service that you have come to expect, and we apologize for any errors or delays you may have experienced.

Please know that we are committed to resolving these issues expeditiously. In fact, we have resolved the issue relating to out-of-network reimbursement levels. Previously submitted out-of-network claims are currently being reprocessed to the correct benefit level, and if applicable, an explanation of benefits will be sent. We will continue to work closely with our vendors to optimize the claims handling process.

If you have any questions, please do not hesitate to contact your Quantum Health Care Coordinator at (866) 871-0629 or visit [myQuantumCare.org](#).

We appreciate your continued patience and support. We remain committed to providing you with the highest level of service.

Faithfully,

John Servais
Senior Vice President
Benefits Policy & Design

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Church Pension Group Services Corporation ("CPGSC"), doing business as The Episcopal Church Medical Trust, maintains a series of health and welfare plans (the "Plans") for eligible employees of The Episcopal Church (the "Church") and their eligible dependents. The Medical Trust serves only eligible Episcopal employers. The Plans that are self-funded are funded by the Episcopal Church Clergy and Employees' Benefit Trust, a voluntary employees' beneficiary association within the meaning of Section 501(c)(9) of the Internal Revenue Code.

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