



Dear Friend:

In January, we added a new service to our health plans and transitioned many member-facing responsibilities away from other vendors to [Quantum Health](#) (Quantum), a recognized leader in care coordination. This transition was designed to help members of The Episcopal Church Medical Trust (Medical Trust), whose plans use the Anthem and Cigna networks, make more informed and more cost-effective treatment decisions and achieve better health outcomes.

The design of the underlying health plans offered by the Medical Trust did not change, and members are still able to choose and contact their own healthcare providers (in and out-of-network) for health concerns and appointments.

As we approach our sixth month of this transition, we want to thank you for your grace during the implementation. Your insights and feedback are helping us improve the program as we go. We realize that the transition has not been seamless, especially for those submitting out-of-network claims. We discovered certain plan features were programmed incorrectly with our claims processing vendors. We apologize for any delays or claims coding errors that individuals are experiencing. We are in close contact with our claims processing vendors, and we are working toward swift and effective solutions. We appreciate your patience as we rectify the claims reprocessing errors that some individuals are experiencing.

For the most part, member satisfaction with Quantum's service is higher than the industry benchmark, but we know that some of you have experienced suboptimal service, and this is unacceptable. We will address this as soon as possible.

Please continue to share your constructive or positive feedback with Quantum Health and us. You can use our general benefits email – [benefits@cpge.org](mailto:benefits@cpge.org) – with the subject "Feedback" or call 866-802-6333 (Monday–Friday from 8:30AM – 8:00PM ET) to share your experience. Please provide details around how and when you contacted Quantum Health when submitting your response.

As a reminder, if you have not already, we encourage you to register for a Quantum account by logging in to [MyCPG Accounts](#) (and clicking on "Access Quantum Health") or by visiting [MyQuantumCare.org](#), where you and your dependents can set up individual accounts and access benefit and claims information on demand.

We appreciate your continued support as we remain committed to providing you with the highest level of service and comprehensive health benefits you have come to expect.

Faithfully,

**John Servais**  
Senior Vice President  
Benefits Policy & Design

[MyCPG Accounts](#)

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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.

The Plans are church plans within the meaning of Section 3(33) of the Employee Retirement Income Security Act of 1974, as amended, and Section 414(e) of the Internal Revenue Code. Not all Plans are available in all areas of the United States or outside the United States, and not all Plans are available on both a self-funded and fully insured basis. Additionally, the Plan may be exempt from federal and state laws that may otherwise apply to health insurance arrangements. The Plans do not cover all healthcare expenses, so members should read the official Plan documents carefully to determine which benefits are covered, as well as any applicable exclusions, limitations, and procedures.

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Church Pension Group  
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