



August 19, 2025

Dear Friend:

I want to provide you with an update on our efforts to address the issues with AmeriBen, which processes claims for those insured with Anthem, regarding the processing of out-of-network (OON) claims. This situation has rightly frustrated many of you, and we regret the anxiety and inconvenience that you have experienced. We greatly appreciate your continued patience as we work with our vendor partners toward a resolution.

We are in constant communication with the leadership teams at AmeriBen and Quantum Health. Together, we have developed a recovery plan to reprocess all outstanding OON claims and then introduce immediate improvements to speed up claims processing.

We expect all outstanding OON claims to be reprocessed by the end of September, if not sooner. In addition, a comprehensive audit of all claims (in and out-of-network) is underway to ensure that any additional errors are identified and corrected; this audit should be completed by the end of November. We do not expect to find many additional issues, but we want to be thorough to ensure our plan is being administered accurately.

We appreciate your openness and feedback during this challenging time. We encourage individuals to share feedback with Quantum directly at [MyQuantumCare.org](#) or 866-871-0629, or with us at [benefits@cpg.org](#) or 800-480-9967.

We will continue to update you on these issues as we work as quickly as possible toward their resolution.

Faithfully,

John Servais
Senior Vice President
Benefits Policy & Design

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