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Dear Retiree:

The Episcopal Church Medical Trust (Medical Trust) **continues to offer medical coverage through UnitedHealthcare Group Medicare Advantage (GMA) plans**. In addition, Quantum Health, a leading healthcare navigation provider, is a new concierge service for retired and active members of the Medical Trust. It is designed to help make navigating healthcare easier, reduce costs, and support your overall well-being.

If you are unsure who to contact for your healthcare needs, you can call Quantum Health. Its representatives will point you in the right direction and connect you with the resource you need. However, if you know the vendor to contact, such as UnitedHealthcare or EyeMed, you can do so directly.

Questions about eligibility or the enrollment process should be directed to Church Pension Group's Client Services.

### Cariloop Services

Cariloop is a new benefit in GMA plans that replaces Health Advocate (discontinued at the end of 2024). Quantum Health can put you in touch with Cariloop Care Coaches—doctors, nurses, social workers, occupational therapists, certified dementia practitioners, and other seasoned professionals familiar with our plans and with Medicare—who can help you and your caregivers

- understand your health benefits,
- schedule appointments and transfer records,
- resolve insurance and billing issues,
- estimate and compare care costs,
- navigate new diagnoses, such as cancer and Alzheimer's,
- make decisions about clinical treatments,
- find the right nursing home,
- obtain pre-authorizations,

- understand an advance directive,
- initiate an appeals process,
- maneuver through Medicare, and more.

### Has the transition to Quantum Health changed my benefits?

No, it has not. Quantum's role is to support your needs and those of your spouse, dependent(s), and caregivers. Your benefits will still be provided through a UnitedHealthcare GMA plan; medical providers will continue to work directly with UnitedHealthcare, dental providers will work with Delta Dental, and vision providers will work with EyeMed.

### Have my medical providers changed?

No, they have not. You can see any Medicare provider (either in or out-of-network) at the same cost share, as long as they accept the GMA plans and have not opted out or been excluded/precluded from the Medicare program. You can still reach out to them about health concerns and appointments, just as you've done in the past.

### Create an Account

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.

### Contact Information

#### Quantum Health

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

Visit [myquantumcare.org](#)

Download Quantum's mobile app, available from the App Store and Google Play

#### Cariloop

Call 972-325-5836, Monday to Friday, 8:00 AM to 6:00 PM CT

Visit [cariloop.com/register](#)

#### UnitedHealthcare GMA plans

Call 866-519-5401, seven days a week, 8:00 AM to 8:00 PM, local time

Visit [retiree.uhc.com/ecmt](#)

#### Cigna EAP

Call 866-395-7794, 24/7/365

Visit [my.cigna.com](#)

#### EyeMed

Call 866-723-0513, Monday to Saturday, 7:00 AM to 10:00 PM CST

Sunday, 10:00 AM to 7:00 PM CST

Visit [eyemedvisioncare.com/ecmt/en-us](#)

**Church Pension Group Client Services**

Call 800-480-9967, Monday to Friday, 8:30 AM to 8:00 PM ET

Sincerely,

The Episcopal Church Medical Trust

[MyCPG Accounts](#)

Quick, convenient, safe.



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Church Pension Group

19 East 34th Street, New York, NY 10016

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