



## Quantum Health

### Concierge Healthcare Service For UnitedHealthcare Group Medicare Advantage Participants

In January 2025, The Episcopal Church Medical Trust (Medical Trust) introduced Quantum Health, a leading healthcare navigation provider, as 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 overall well-being. Quantum Health can help retirees with coverage through UnitedHealthcare Group Medicare Advantage (GMA) plans maximize their medical, prescription, vision, and behavioral health benefits and services, including Cigna's, Employee Assistance Program (EAP).

If you are unsure who to contact for your healthcare needs, you can contact 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, you can do so directly.

Once you've started working with a vendor, you can continue to contact them directly until your issue is resolved.

### 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.

### FAQs

**Q: Has the transition to Quantum Health changed my benefits?**

**A:** 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.

**Q: Have my providers changed?**

**A:** 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 plan 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. If you have questions about eligibility or the enrollment process, feel free to contact CPG's Client Services.

## 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

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