

# Get to Know Quantum Health & Cariloop



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# Get to Know your new Cariloop Benefit

Presentation for  
Church Pension Group

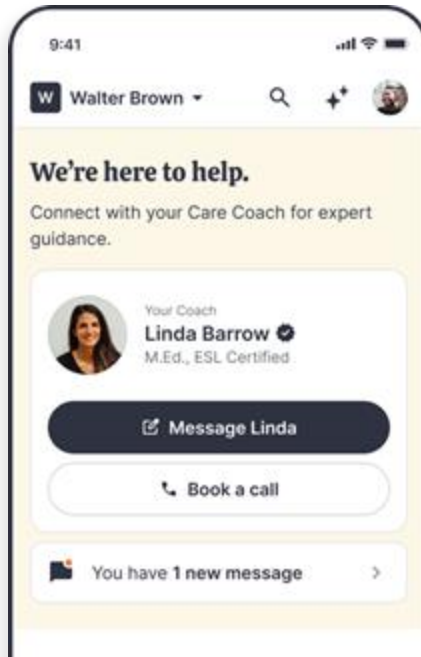
# Meet Cariloop



Cariloop is here to support you - offering guidance and resources to ensure your well-being is prioritized.

- Program education or navigation through Quantum Health
- 1:1 Personalized Coaching
- Benefit provided by The Episcopal Church Medical Trust
- Anyone you consider family
- Available Nationwide

## Platform Tools & Resources



## 1:1 Personalized Coaching



# How Cariloop Can Help



**Transferring records**  
Locate appropriate documents for member to complete, check status of record transfer and confirm receipt



**Benefit education**  
Educate members on details of coverage/benefits they have available.



**Scheduling appointments**  
With ROI, on behalf of member



**Clinical treatment and decision support**  
Support, educate, and empower members to make informed decisions.



## Find the right providers

Locating and vetting providers



## Address billing issues

With Release of Information form, coordinate with insurance company on reason for denial, understand needed information to reprocess claims



## Personalize support for estimating and comparing costs

Identify and contact insurance company and/or service provider



## Appeals support

Supporting members through the appeals process



## Facilitate pre-authorizations

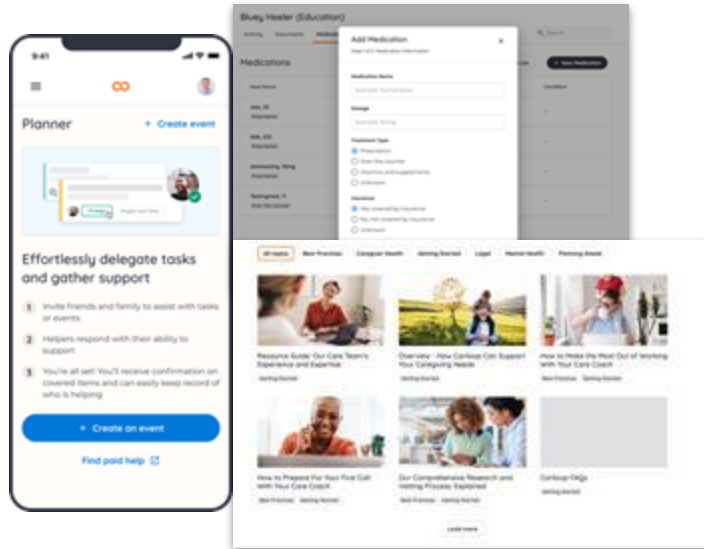
Education on process and coordination



# Expert Service to Support Your Needs



## Personalized Digital Tools & Resources



## Dedicated 1:1 Care Coaching



- Doctor of Medicine (MD)
- Registered Nurses (RN)
- Licensed Nursing Home Administrator (LNHA)
- Certified Dementia Practitioners (CDP)
- Certified Occupational Therapist Assistant/Licensed (COTA/L)
- Oncology Patient Navigator-Certified Generalist (OPN-CG)
- Chronic Care Management Professional (CCM)
- Licensed Social Workers (LSW, LMSW, LCSW, LBSW)
- Licensed Professional Counselors (LPC)
- Certified in American Case Management (ACM-SW)
- Licensed Chemical Dependency Counselor (LCDC)

Support for Church Pension Group Retirees



## Meet Tom

Tom has always been someone who likes to plan ahead. As he looks toward the future, he wants to ensure his wife and children have everything they need to support him and feel secure.

From **organizing legal documents** to making sure his family is set up for long-term success, Tom knows that being **proactive** is the key to peace of mind.



### Call Quantum Health

A friendly representative helps Tom get started and ensures he has the right support. They warm transfer him directly to Cariloop, where his personalized care journey begins.



### Important Documents

Tom's Care Coach began by helping him understand Important Documents such as POA, Living Will, and DNR options.



### Difficult Conversations

Prepare for Family Conversations. Get strategies to discuss wishes with loved ones.



### Local Attorneys

Find Trusted Legal Support. Get vetted attorney options for will preparation

*Tom and his Care Coach talk often, and his Coach is ready to assist with any other needs that are identified.*



## Meet Patricia

Patricia has always valued her **independence** and loves the comfort of her home. While managing **MS** comes with new challenges, she's looking for **the right support** to help her continue living life on her terms.

She wants **help with medication management, housekeeping, meals, and transportation** but isn't sure where to start. Instead of feeling overwhelmed, she reaches out for **expert guidance**.



### Call Quantum Health

A friendly representative helps Patricia get started and ensures she has the right support. They warm transfer her directly to Cariloop, where her personalized care journey begins.



### Cleaning & Meals

Patricia's Care Coach researched multiple cleaning companies and meal delivery services and outlines what is included/excluded, cost, frequency, and reviews.



### Home Care Agencies

Her Care Coach also vetted 4 different home care agencies that provided transportation. Her Coach called each agency and gathered additional information about each that was important to Patricia.



### Medication Reminders

Patricia and her Care Coach also talked about different pill dispenser options from Walgreens and medication reminder options including the features/limitations with each, reviews, and costs.

*Patricia and her Care Coach talk every few weeks to monitor how she's doing.*

# Supporting your people through all life's journeys



## Family Planning

- Prenatal prep
- Locating fertility clinics
- Exploring adoption
- Surrogacy
- Leave support
- Finding lactation consultants and resources
- First will creation
- Return to work planning



## Early Childhood & Teens

- Daycare/nanny/babysitter placement
- Pediatrician search
- PT/OT/SLP evaluations
- Down syndrome/Autism diagnosis
- Nutrition
- Finding summer camps
- Mental health guidance



## Education & College

- Navigating early intervention (Developmental delays or disabilities)
- Special needs diagnosis support
- IEP/504 meetings
- Locating tutors
- After school care
- ESL learning
- School transfers



## Adult Support & Self Care

- New diagnosis navigation (cancer, dementia, diabetes, etc.)
- Finding doctors
- Locating and vetting counselors or therapists
- Family dynamics
- Providing domestic violence resources



## Veterans Support

- Understanding VA benefits and eligibility
- Navigating VA Health Care and pensions
- Understanding how insurance, VA benefits, and Medicare work together



## Elder Care

- Finding & vetting assisted living, nursing homes, hospice, etc.
- Medicare/Medicaid enrollment
- Wills/POA/Advanced Directives
- Dementia support
- Difficult conversations
- Transportation resources
- Finding elder care attorneys
- Sales of a home

 Home

 Plan

 More >

 Notifications

 Messages

 Schedule a Call

 Profile & Settings

### See all the benefits available to you

Your Quantum Health Care Coordinators are here to help you understand, access and answer questions about your benefits.

[See My Benefits](#)



### Let Cariloop help you navigate healthcare

Cariloop's Care Coaches are doctors, nurses, social workers, occupational therapists, certified dementia practitioners, and other professionals familiar with our plans and with Medicare.

[Get Started](#)


### Access your UHC medical plan

Sign in or register now to learn more about your UnitedHealthcare plan coverage, benefits, and claim details!

[Sign in or Register to get started](#)


### Here to help, support, and problem-solve.

With the Employee Assistance & Work/Life Support Program, get 24/7 support for everyday issues and life challenges, including relationships, parenting, stress management, child care, adoption, senior care, education guidance, and more!

[Learn More](#)


### Ready to live your best EyeMed life?

Check claims and benefits, explore special offers, and find an eye doctor with the hours, location, and brands you prefer. For added convenience, try the EyeMed Members App (available on Google Play or the App Store).

[Learn More](#)

# Accessing Cariloop Through Quantum Health



## Step 1: Contact Quantum Health

- Call Quantum Health to begin the process: (866) 871-0629
- A Quantum Health representative will assist you and **warm transfer** you to Cariloop.
- Visit [MyQuantumCare.org](https://MyQuantumCare.org) for additional information and support.

## Step 2: Connect with a Cariloop Care Coach

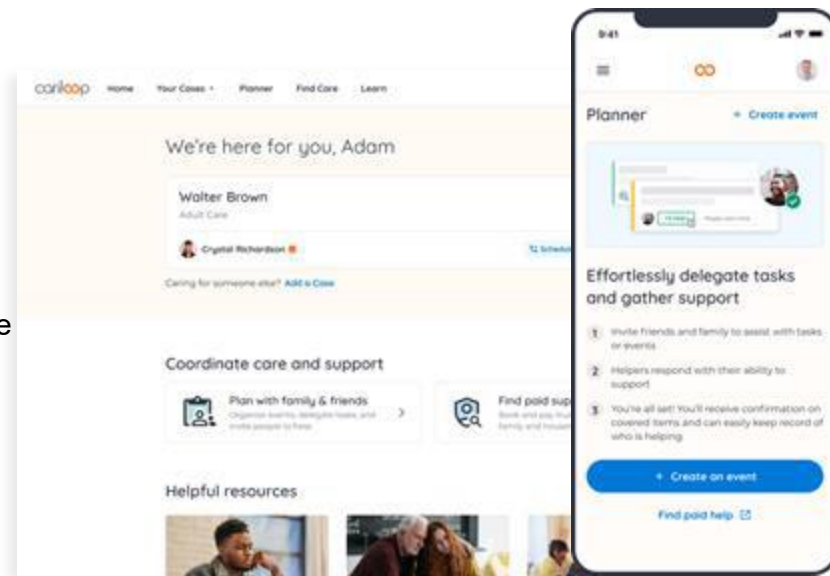
- Once transferred, a **Cariloop Care Coach** will guide you through available support and resources.

## Step 3: Download the Cariloop App

- **Apple App Store** (iOS) or **Google Play Store** (Android).

## Step 4: Utilize Cariloop's Resources

- Get **personalized support** from your Care Coach.
- Access **digital resources** to manage healthcare, caregiving, and planning needs.



# UHC Advocate and On-line Support

Dedicated toll-free number with custom greeting

**1-866-519-5401 TYY 711**

**8 a.m.–8 p.m. local time, Monday–Friday**

**Direct connection with a UHC advisor**

**Website:**  
***[retiree.uhc.com/ECMT](https://retiree.uhc.com/ECMT)***



## Provider

- Provider Questions
- Network Access



## Education

- Plan Benefit Questions and Comparison



Thank you!



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