

Learn more about Quantum Health

Who is Quantum Health and what do they do?

Quantum Health is the industry-leading healthcare navigation and care coordination company. Quantum helps team members and dependents navigate their health insurance plans, as well as the cost and complexity of healthcare. They work with healthcare providers and third-party medical plan administrators to make sure you get the best care for the best cost, and that medical claims are paid correctly.

Who are the Quantum Health care coordinators?

Care coordinators are your personal team of nurses and benefits experts working with you and your providers to make your care simpler and more affordable. When you need help finding a provider in your network, solving a claims issue, learning about your benefits and anything that can make your healthcare easier, your care coordinators are the ones to contact.

How can care coordinators help?

Care coordinators can help you with anything related to your medical benefits. Whether you have a question about your claims or bills, need help knowing what's covered under your health plan, can't remember who administers your disability plan, want to prepare for an upcoming doctor's visit or just need a new ID card, care coordinators are here for you. No question is too big or too small. **They should be your first point of contact anytime you have a question about medical benefits.**

Can Quantum Health explain my medical bill?

The care coordinators are experts at explaining benefits and helping you understand even the most complex medical bills. If something is wrong with your bill, they will help to resolve the issue.

What if I don't have my plan ID card?

Call Quantum Health or log in to your account online to access a digital card or request a new physical card, and Quantum will get a replacement to you right away.

What is pre-certification/pre-authorization?

Before you receive certain medical services or procedures, your medical plan may require a doctor to confirm these services are medically appropriate. This verification process is called prior authorization, preauthorization, prior certification or precertification (precert). Some of the services that require preauthorization are listed on your ID card, but you should always confirm with Quantum Health's care coordinators before a procedure. The pre-authorization process helps you learn whether a service will be covered before you get billed.

What if I have questions about something my doctor recommended?

It's OK to have questions about your diagnosis or treatment plan. Get help and guidance from Quantum Health's nurse care coordinators whenever you are uncertain about your care. They will work with you and your doctor to help with prescriptions, specialist referrals, medical plan coverage and more.

How do I contact Quantum Health care coordinators?

Your medical plan ID card lists the contact information for you along with the contact information if your healthcare provider needs to reach them. You can also visit ardentcarecoordinators.com or call Quantum at **888-295-9299**.

Set up your Quantum Health member portal to get started

Register for your Quantum Health member portal. After you register, you'll be able to access claims, search for an in-network provider, print and save a copy of your ID card and more.

1. Go to ardentcarecoordinators.com and select "Register."
2. Provide the information requested.
3. Select "Next."
4. A verification code will be sent to your choice of phone or email address.
5. Enter the verification code.

Download the Quantum Health mobile app

Go to the Apple App Store or Google Play and download the Quantum Health app to have all Quantum Health resources at your fingertips.

Have additional questions?

Call Quantum Health at **888-295-9299** or go to ardentcarecoordinators.com to learn more.