



PYRAMID HEALTHCARE 2024 OPEN ENROLLMENT FAQS

Frequently Asked Questions: (FAQS)

- **What do I do if I need to find a new in-network provider?**

Log in to the Quantum member portal pyramid.quantum-health.com, click on care on the left side of the menu, and navigate to the green find a provider button at the top of the page or call your Quantum Health Care Coordinator at 844-460-2782 Monday-Friday 8:30 am to 10:00 pm EST.

- **I have an upcoming surgery scheduled; what should I do?**

Call your Quantum Health Care Coordinator at 844-460-2780. They will assist you with coordination of care, making sure your facility and doctors are in-network and more!!

- **I have outstanding claims with Highmark.**

Your Quantum Health Care Coordinator can assist you with any claims and billing questions or concerns.

- **Did our benefit plans change at all?**

No, Pyramid Healthcare did their best to mirror your current benefits with Highmark. You will have a new network of providers and facilities, through UMR's United Healthcare's network. Your Quantum Health Care Coordinators are here to assist with any questions you may have.

- **What if one of my current providers does not accept UMR or United Healthcare?**

Your Quantum Health Care Coordinator will be able to assist you with finding an in-network provider or if you choose to go out-of-network and stay with your current provider, Quantum will be able to discuss out-of-network coverages.



- **What do I do if I am in the middle of treatment for a condition?**

Your Quantum Health Care Coordinator can assist you with the transition of your care to UMR.

- **Is my prescription coverage changing?**

No, your prescription coverage will still be with EmpiRx so you will still use the same pharmacies and have the same coverage. However, you will receive a new ID card for your prescription needs so be on the lookout for that in your mail.

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

Just give your Quantum Health Care Coordinator a call or log in to your account online to request a new one, and we will get a replacement to you right away.

- **What if I have questions about something my doctor recommended?**

It's okay to have questions about your diagnosis or treatment plan. Get help and guidance from a Nurse Care Coordinator whenever you are uncertain about your care. We'll work with you and your doctor to provide assistance with prescriptions, specialist referrals, medical plan coverage and more.

Important Resources

- A **Benefit guide** will be distributed that includes all the information you need to make good decisions during this Open Enrollment period.
- A **Benefit website** is available to easily share benefits-related information or review it on the go, www.pyramidhcbenefits.com
- **Quantum Health Care coordinators** are a dedicated team of benefit experts who are here to help you save time and make the most of your benefits.
 - **Call 844-460-2782 | 8:30 am-10 pm (EST)**
 - **Visit pyramid.quantum-health.com**
 - **Download the mobile app by scanning the QR code**

