



PYRAMID HEALTHCARE 2025 OPEN ENROLLMENT FAQ'S

Photo Contest Winner

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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!!

- **DID OUR BENEFIT PLANS CHANGE AT ALL?**

Your medical is remaining with UMR. We have made a few changes, your PT, OT and ST visits have been enhanced to 25 visits per year additionally we have added coverage for learning disabilities and developmental disorders. Your Quantum Health Care Coordinators are here to assist with any questions you may have.

- **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.

- **I DON'T HAVE MY DENTAL PLAN ID CARD.**

You can access your ID card by logging into myuhc.com. You can also access it by downloading the mobile app on your smart device.

- **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.

- **I WENT TO AN URGENT CARE FACILITY FOR CARE, AND THEY TOLD ME I NEEDED TO GO TO THE EMERGENCY ROOM. I PAID MY COPAY AT THE URGENT CARE AND NOW I WILL HAVE TO PAY ONE FOR THE EMERGENCY ROOM.**

Call your Quantum Health Care Coordinator at 844-460-2780. They will assist you with coordinating with UMR to get your Urgent Care copay refunded to you.

BENEFIT RESOURCES

- A **Benefit guide** will be distributed that includes all the information you need to make good decisions during this Open Enrollment period.
- The **Benefit website** is available to easily review benefits-related information on the go, visit www.pyramidhcbenefits.com or scan the QR code.
- **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

