



### Say hello to your Quantum Health Care Coordinators

If you've worked with us previously, you know there's only one place to turn for help with your healthcare: your Care Coordinators.

#### How do you contact your Quantum Health Care Coordinators?

##### **SCHEDULE A CALL**

There are several ways to contact your Care Coordinators that fit your schedule, but the best and most convenient way is to schedule a call by logging on to your member portal and selecting "Schedule a Call." No holding. No waiting.

##### **OTHER WAYS TO REACH US INCLUDE:**

- **Calling (866) 885-1033** and selecting the prompt for a callback if you aren't immediately connected with a Care Coordinator. Call volumes are sometimes high because our Care Coordinators give every member the time necessary to resolve their problem.
- **Chatting with a Care Coordinator** during business hours from the comfort of your member portal at **ACBLBenefits.com** or on the **MyQHealth - Care Coordinators** app.
- **Sending a secure message, 24/7**, from your member portal, online or on the app. This is ideal for those who travel or work in early or late shifts.

Besides having Spanish-speaking Care Coordinators on staff, we also have other language translation services available upon request.



**ACBLBenefits.com**

**(866) 885-1033**

(Monday-Friday, 8:30 a.m.-10 p.m. ET)

