WHAT IS APTA HEALTH?

Dear Apta Health Member,

Congratulations! You are a member of an exciting new way of managing your healthcare. Your employer has chosen Apta Health to bring amazing benefits that are usually reserved for Fortune 500 Companies to its employees. The Apta Health program brings together some of the best healthcare vendors in the country and combines them into a single package to help you get the best care at the best prices.

Care Coordination is at the heart of our program. This unique approach to healthcare allows you access to a real, live person to talk to about your health concerns and is available **completely free of charge** whenever you need help. Think of your Care Coordinators as healthcare warriors that will fight for you to make sure you get the best care possible! They are based in Ohio, USA and available Monday through Friday, 8:30 AM to 10:00 PM Eastern Time. You can call them for anything from replacing a lost ID card, to help finding an in-network physician, to help with an upcoming medical procedure, and questions or issues with your medical bills. They are also available through your company's custom web portal, or through the Quantum Health App on the Apple App Store or Google Play. Your Care Coordinators are the best place to start whenever you have questions or need help.

Apta Health includes the standard components that you would expect from a healthcare program like a network of doctors and hospitals as well as prescription drug insurance. Your company may also choose additional components that further enhance your coverage. These additional components are included and explained in this benefit guide.

The great news is that your Care Coordinators are trained experts in all your benefits and will guide you through your benefit decisions. Your Care Coordinators will help you move along your healthcare journey and make the process as smooth as possible.

We hope you will enjoy your healthcare benefits and wish you a happy and healthy year!

Sincerely,

The Apta Health Team



MEET YOUR APTA CARE COORDINATORS

Care Coordinators are an expert team of nurses, patient services representatives and benefits specialists who are ready to help you before, during and after any health event. Think of Care Coordinators as your personal healthcare team. They fight hard to help you save money and make sure you get the best possible care for you and your family. You can contact them via the website, toll-free number listed on your ID card, or through the Quantum Health app.

CARE COORDINATORS CAN HELP WITH:

Ordering ID Cards
Claims, billing and benefit questions
Finding in-network providers
Nurse coaching to help you stay or get healthy
Reducing out-of-pocket costs
Anything that can make the healthcare process easier for you

CARE COORDINATORS ARE MOBILE

Download the Quantum Health mobile app that lets you:

- Find in-network providers
- Access your ID card
- Check claims information
- Schedule a call with a Care Coordinator
- Send texts/chat with Care Coordinators
- And so much more

ACCESS YOUR APTA HEALTH WEBSITE:
https://UBT.myaptahealth.com

CONTACT YOUR CARE COORDINATORS:
+1.866-274-9478

Monday–Friday,
8:30 A.M.–10:00 P.M. ET



apta health | CARE COORDINATORS BY QUANTUM HEALTH

CARE COORDINATORS ARE THE SINGLE GO-TO RESOURCE FOR ALL CUSTOMER SERVICE AND CARE MANAGEMENT REQUESTS

