

# Care Navigation

A BETTER WAY TO EXPERIENCE HEALTHCARE

The Board of Pensions of the Presbyterian Church (U.S.A.), in partnership with Quantum Health, is excited to provide care navigation as a new feature of the Medical Plan, starting April 1, 2022. Care navigation guides members and their families to high-quality care and helps them make the most of their medical benefits. It enhances the value of medical benefits through the Board of Pensions — at no additional cost to the member or employer.

CONNECT WITH  
QUANTUM HEALTH

April 1



CLICK



TAP



CALL

Reach out to Quantum Health's Care Coordinators online and through the MyQHealth mobile app, or call. More details are coming soon.

As healthcare has grown increasingly complex, the Board of Pensions wants to help members continue to have successful health outcomes. That's why we're providing care navigation to members in all three Medical Plan options — PPO, EPO, and HDHP — as part of their medical benefits. Care navigation helps members and their families receive *the right care, at the right place, at the right time*.

## HOW CARE NAVIGATION WORKS

Starting April 1, Quantum Health is the primary point of contact when members have questions about medical, behavioral health, or prescription drug benefits or need help with a healthcare issue. When members contact Quantum Health, they receive personalized support from a dedicated group of healthcare and benefits professionals — called Care Coordinators — who work together to provide the highest level of care.

Care Coordinators are well versed in the medical benefits offered through the Board of Pensions and can help members with anything that can make the healthcare process easier, including

- answering claims, billing, and benefits questions;
- managing a health condition;
- saving money on out-of-pocket costs, such as by finding network facilities;
- ordering replacement ID cards;
- understanding how to get the most out of their benefits; and
- learning simple steps to improving health.

Care navigation helps members have a smoother, more positive experience as they navigate an often-difficult healthcare system. Care Coordinators will help reduce the stress and frustration many members experience when navigating the system alone.



MyQHealth.  
by QUANTUM HEALTH



## WHAT'S STAYING THE SAME

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The medical coverage features members rely on continue to work seamlessly:

- Members still have access to the same Blue Cross Blue Shield (BCBS) national provider network, which is the largest in the nation and the best for our members throughout the country.
- Highmark BCBS continues to process medical claims.
- Express Scripts continues to administer prescription drug benefits.
- Deductibles, coinsurance, copays, and out-of-pocket maximum amounts remain the same.
- The same medical care and services, including behavioral healthcare and prescription drugs, are covered by the plan.

For members who have been working with a Highmark BCBS nurse for support with a health issue, a Quantum Health Care Coordinator will reach out in March about transitioning to Quantum Health April 1.

Care navigation is not available to members enrolled in Triple-S, GeoBlue, or the Medicare Supplement Plan. Medicare Supplement Plan members continue to contact Highmark as before, and members with medical coverage through Triple-S and GeoBlue continue to contact those service providers.

Visit [pensions.org/care-navigation](https://pensions.org/care-navigation) for more information.

## ABOUT QUANTUM HEALTH

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With more than 20 years of experience, Quantum Health brings specialized clinical expertise and healthcare industry knowledge. Quantum Health is dedicated to supporting and guiding members on their healthcare journeys and helping them realize a better healthcare experience. It's all they do, and they are recognized as the best in the field of care navigation.

## WE'RE STILL HERE FOR YOU

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The Board of Pensions is still here to answer *any* questions. We remain responsible for all aspects of benefits, and we are *always* here to serve.

If you have questions, call the Board of Pensions at **800-773-7752 (800-PRESPLAN)** Monday through Friday, 8:30 a.m. to 7 p.m. ET.

### For members

We continue to be the primary point of contact for questions about

- pension benefits;
- death and disability benefits; and
- the Medicare Supplement Plan.

### For employers

Employers continue to contact the Board of Pensions with questions about

- benefits selection;
- cost; and
- administration.



THE BOARD OF PENSIONS  
OF THE PRESBYTERIAN CHURCH (U.S.A.)



# The Assistance Program

## SUPPORT FOR EVERY STEP

As the agency of the Presbyterian Church (U.S.A.) that administers benefits, and provides assistance and education, the Board of Pensions is keenly aware of unmet financial needs among our members.

The Assistance Program is one way we express care for one another. It can help you — and all eligible members of the Benefits Plan of the PC(USA) — with financial assistance. This includes any member who serves the Church as well as members who work for an organization affiliated with the PC(USA), such as senior housing and care facilities, colleges and universities, and camps and conference centers.

## GRANTS FOR ALL MEMBERS, INCLUDING MINISTERS

**The following grants are available to all eligible members enrolled in the medical or pension plan.**

## ADOPTION ASSISTANCE

**\$6,500**

You may receive assistance at the completion of an adoption to help with a portion of adoption-related expenses. Your adopted child must be a dependent under age 21 and can be adopted domestically or internationally.

## TRANSITION-TO-COLLEGE ASSISTANCE

**Up to \$3,000**

If you have a child entering post-high school education, you may be eligible to receive assistance for expenses, such as a computer. Any dependent up to age 26 may be eligible if enrolled at a college, university, community college, or technical or trade school (excludes post-baccalaureate education). And, if the child attends a PC(USA) college or university, you may be eligible for an additional \$1,000.

## EMERGENCY ASSISTANCE

**Up to \$5,000**

If you need financial help because of an emergency, such as a natural disaster or unexpected expense, the Board may be able to help through a one-time grant. Talk to your employer about applying for this type of assistance because it is initiated by them. Groups of members affected by natural disasters may also apply.



THE BOARD OF PENSIONS  
OF THE PRESBYTERIAN CHURCH (U.S.A.)

2000 Market Street Philadelphia, PA 19103-3298 800-773-7752 (800-PRESPLAN)

## DO YOU QUALIFY?

We encourage all Benefits Plan members to review eligibility requirements to see if they may qualify to receive a grant. Eligibility varies but typically is based on income and other factors. For applications and more details, see [pensions.org/assistance](https://pensions.org/assistance).



Adoption Assistance  
**\$6,500**



Transition-to-College Assistance  
**\$2,000 to \$3,000**



Emergency Assistance  
**Up to \$5,000**

## GRANTS DESIGNED FOR MINISTERS

The following grants are available to PC(USA) ministers enrolled in Pastor's Participation or Minister's Choice benefits packages. Eligibility varies by grant.

### MINISTER EDUCATIONAL DEBT ASSISTANCE

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#### Up to \$25,000

Student loan debt from completing college or seminary can be a burden for many. This grant helps eligible ministers repay educational debt through student loan debt coaching and grants totaling up to \$25,000 over five years. This debt relief helps make it easier to accept a wide range of positions and wholly commit your best gifts to ministry.

### MINISTER DEBT RELIEF

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#### Up to \$10,000

For many ministers, personal matters, such as financial planning, often take a back seat to serving the Church. New in 2022, Minister Debt Relief helps ministers pay down debt — and achieve greater financial well-being — through financial planning and a grant of up to \$10,000. This three-year pilot program will provide up to 150 grants per year.

### SABBATH SABBATICAL SUPPORT

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#### Up to \$4,000

For ministers planning to take time away, Sabbath Sabbatical Support provides approved applicants with a portion of the support needed to engage in planned activities for personal and professional renewal. These grants are intended to supplement financial support committed to the minister by other contributors.

## GRANTS FOR RETIREES

The following grants are available to retirees who receive a retirement or survivor's pension from the Defined Benefit Pension Plan. Eligibility varies by grant.

### HOUSING SUPPLEMENTS

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#### Varies by need

Housing Supplements help eligible retirees and surviving spouses with the cost of remaining in their homes or moving to retirement facilities. Supplements are ongoing unless financial circumstances change. Awards for assisted living are up to \$4,400 monthly per individual.

### INCOME SUPPLEMENTS

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#### Varies by need

This assistance helps eligible retirees and surviving spouses by raising to certain levels the monthly income for those who had earned modest wages. Supplements are ongoing unless financial circumstances change.

### RETIREE MEDICAL GRANTS

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#### Up to \$2,500

These grants reimburse retirees, spouses, and surviving spouses who are age 65 or older for dental services and/or hearing aids once every three years. These services and supplies are not covered by Medicare or the Medicare Supplement Plan. Grants are provided for documented, eligible expenses after services are rendered.



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