



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.

Turn to your Care Coordinators for help with:

- 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
BY QUANTUM HEALTH

<https://cityofmichigancity.myteneohealth.com>

1-877-647-5061

CARE COORDINATORS ARE MOBILE

Download the **MyQHealth** mobile app that lets you:

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





REFERRAL PROCESS FOR A SPECIALIST

COORDINATE YOUR CARE THROUGH YOUR PRIMARY CARE DOCTOR

- Obtain a referral from your PCP before seeing a specialist:
- Voluntary
- Saves money on member out-of-pocket costs
- Helps avoid visits to the wrong specialist
- Helps avoid referrals to an out-of-network specialist
- Get in to see specialist faster
- Get alerts for benefits not fully covered
- All referrals obtained are valid for 12 months.
- You have a 60 day grace period, through 2/28/2019, to obtain all necessary referrals before a reduction in benefits will apply.

61% OF THE TIME
MEMBERS SELF-REFER
TO THE WRONG
SPECIALIST

PRE-CERTIFICATION

Before you receive certain medical services or procedures, your health plan requires a doctor to confirm that these requested services are considered medically necessary under your plan. This verification process is called "pre-certification." Even if some services or therapies are performed in your doctor's office, you may still need a pre-certification. Pre-certification requests must be submitted by your physician directly to the Teneo Health Care Coordinators.

SERVICES REQUIRING PRE-CERTIFICATION

Inpatient Hospitalizations & Skilled Nursing Facility Admissions	Home Health Care and Services	Oncology Care & Services (chemotherapy, radiation therapy, etc.)	MRI's, MRA's and PET Scans
Hospice Care	Occupational Therapy	Physical Therapy	Speech Therapy
Out-Patient Surgeries (includes Colonoscopies)	Durable Medical Equipment (DME) over \$500	Dialysis	Transplants – Organ and Bone Marrow

*These services will have a 30 day grace period through 1/31/2019 before any penalties will apply. A \$500 penalty will be applied for all services rendered after the grace period that do not have pre-certification completed.