



# FREQUENTLY ASKED QUESTIONS

To help you gain a better understanding of what navigation is and how it works, we've compiled a list of answers to the questions we most often hear from members, employers and providers.

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| <b>What is healthcare navigation, and what makes Quantum Health different than other navigation companies?</b> | <p>Navigation connects the consumer, provider and payer to make the entire healthcare experience simpler and more cost-effective for all. A navigation partner coordinates care and advocates for consumers, connecting them with solutions that meet their unique needs.</p> <p>Quantum Health created the navigation industry and remains the most trusted partner in the country, thanks to our comprehensive model. We support consumers through every step of their healthcare journey with love and empathy.</p> |
| <b>How does Quantum Health positively impact a company and its employees?</b>                                  | <p>The health and wellbeing of members is our No. 1 priority. We deliver improved clinical outcomes, cost savings and more free time for HR teams, along with an improved user experience that leads to higher engagement and benefits utilization.</p>  |
| <b>What makes Quantum Health a good business partner?</b>  | <p>As an extension of your HR team, we work with your benefits strategy. We truly get to know our clients and train our Care Coordinators on your company culture and benefits, building trust and credibility. We are proud to have a 96% retention rate.</p>   |
| <b>What is Quantum Health's role in the member and provider experience?</b>                                    | <p>Being the single point of contact for insurance carriers, members and providers, we're directly within the natural flow of the benefits decision-making process. Our daily interactions with providers ensure that we engage in the member's health journey at the earliest possible time.</p> <p>Additionally, we help members find providers through independent cost and quality evaluation tools. This analysis ensures members see the most appropriate provider to meet their unique needs.</p>               |



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| <b>What is Real-Time Intercept® (RTI)?</b>  | RTI is our early engagement process. We intervene an average of 120 days earlier in a member's healthcare journey – faster than any other navigation partner. This efficiency allows us to improve clinical outcomes by addressing health issues before they grow more serious.   |
| <b>What kind of ROI should I expect?</b>  | <p>On average, employers can save approximately \$750 per person per year with Quantum Health. That means a company with 1,000 employees could save an average of \$750,000 a year. Actual savings depend on plan design, current disease burden and population demographics.</p> <p>Our clinical ROI delivers equally impressive results:</p> <ul style="list-style-type: none"><li>• 16% higher than average in preventive care</li><li>• 7% higher than average in chronic condition quality measures and experiences</li><li>• 12.4% decrease in hospital inpatient days</li><li>• 6.9% fewer 30-day readmissions</li></ul> |
| <b>What types of clients does Quantum Health work with?</b>                               | We work with self-insured employers with 500 employees and up. Beyond that, there are no limitations.   |
| <b>How does Quantum Health partner with a self-insured employer's benefits solutions?</b> | <p>We integrate all aspects of your benefits program, including your self-funded medical plan, dental and vision benefits, 401(k) enrollment, and HSA enrollment, so your employees can use their benefits more effectively.</p> <p>As a comprehensive single platform, we bring together member services as well as all clinical and provider services (such as preauthorization, eligibility and benefits inquiries). Our teams ensure members understand and utilize their point solutions, wellness programs, and other services available to them, so they can receive the care they need.</p>                             |



## Want to learn more?

Reach out to us at [quantum-health.com/contact](https://quantum-health.com/contact) to start the conversation.

