



# If there's a better way for you to experience your healthcare, we'll find it.

When you don't know where to begin, start with your MyQHealth Care Coordinators. Think of us as your personal team of nurses, benefit experts and claims specialists who will do all we can to support your healthcare needs—starting with any questions you may have. We're just a tap, click or call away!



**Q: Can someone explain my medical bill?**

**A:** We're experts at explaining employer health plans and helping you understand even the most complex medical bills.

**Q: How do I replace a lost medical ID card?**

**A:** Just give us a call or visit your member website to request a new one, and we will get a replacement to you right away.

**Q: Is my doctor in the network?**

**A:** A great way to avoid surprise fees is to verify that your doctor is in your plan's network prior to your appointment.

[GuideStoneHealth.org](https://www.GuideStoneHealth.org)

**855-497-1230**

(Monday–Friday, 8:30 a.m.–10 p.m. ET)

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# MyQHealth Care Coordinator F.A.Q.



**Q: What if I have questions about my treatment plan?**

**A:** It's OK to have questions about your diagnosis or treatment plan. Get help and guidance whenever you are uncertain about your care from a Nurse Care Coordinator.

**Q: Can anyone help me manage my chronic condition?**

**A:** Chronic conditions, such as heart disease or diabetes, can be challenging to manage. We'll work with you and your doctor to provide assistance with prescriptions, specialist referrals and insurance coverage eligibility. We're also a resource for helpful information, such as nutrition and exercise tips.

**Q: How do I know if my MRI is covered?**

**A:** Many procedures and services require precertification, to verify that they are covered. Contact your MyQHealth Care Coordinators to get a precertification from your health plan prior to your appointment.

**Q: How can I save on prescriptions?**

**A:** We can help you find lower prices on your prescriptions by investigating alternatives, utilizing savings programs and engaging our in-house pharmacy team, if necessary.

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