

EL PASO COUNTY EPO MEDICAL PLAN

DIAGNOSTIC REFERRAL BENEFIT

Frequently Asked Questions (FAQ)



What is the Diagnostic Referral Benefit?

The El Paso County EPO Medical Plan, administered by UMR, includes a benefit that waives the member's out-of-pocket expense for in-network services rendered to determine or establish a diagnosis when an El Paso County Employee Health Center (Clinic) Premise Provider submits a referral to UMR for this purpose. Once a diagnosis has been established, any additional recommended medical treatments/services will be payable per normal Plan provisions.

What if the provider I was referred to for diagnostic services recommends additional diagnostic testing or procedures?

Additional referrals made by a provider other than a Premise Provider will not fall under the original Diagnostic Referral Benefit. If you believe the additional referral(s) are diagnostic, you may contact Premise Health and discuss the additional services with your Premise provider for possible submission to UMR under the Diagnostic Referral Benefit.

What if the provider requests a payment prior to or at the time of my visit?

Advise the provider that your visit qualifies for your plan's Diagnostic Referral Benefit and that they may call Quantum Health to confirm. Quantum Health's provider number is 1-866-885-2496, which is listed on your medical plan ID card.

I received an Explanation of Benefits (EOB) that shows I may owe an amount for services received under the Diagnostic Referral Benefit. What do I do?

If you receive an EOB from UMR that reflects a member cost for a service for which the Diagnostic Referral Benefit should apply, please call a Quantum Health Care Coordinator at 1-866-885-1484 Monday through Friday, 6:30 a.m. to 8:00 p.m. Mountain Time. You can also schedule a call or live chat with Quantum Health by logging in at ElPasoCoBenefits.com.

What is Quantum Health?

Quantum Health is here to simplify your healthcare experience by explaining your benefits, giving you access to or replacing your ID cards, finding in-network providers, and so much more. From medical claims to check-ups and even pre-certifications, your Care Coordinators are with you every step of your healthcare journey – they organize and simplify your medical and prescription benefits to provide you with a better experience when you need care. When necessary, Quantum Health nurses, clinicians, and benefit specialists are ready to advocate for your healthcare needs. And they're just a tap, click, or call away.