

Answers to the Most Common HEP Questions

I believe I am compliant, but I received a letter stating otherwise. What should I do?

It is always possible that your status has been updated since the letter was mailed. A quick and easy way to confirm is to log in to your **Benefits portal** at carecompass.quantum-health.com, click on the **My Health** tab, and scroll down to view your compliance checklist. You will see the most recent status for each item, and your options to become compliant, if still needed.

Why am I marked as non-compliant when I recently completed my last requirement?

Insurance claim processing can take about 30 days from the date of your visit. Your HEP status is typically updated within 48 hours of a claim being processed. If your portal continues to reflect a screening that you've already completed, you may complete a self-entry, listing the date of your appointment and the provider's name. Self-entries are subject to audit if a claim has not been received after 60 days of the self-entry.

What if I'm non-compliant for a service that I can't complete?

You may request a medical or non-medical exemption. The forms can be found by logging into carecompass.quantum-health.com, going to the **My Health** tab, and then using the **Medical Exemption Form** or **Non-Medical Exemption Form**. Directions for form submission are included on each form.

If I'm being penalized, will I automatically be reinstated once all requirements are completed?

Yes, once you complete the missing requirement(s) for the applicable program year, you will be automatically reinstated on the first day of the month following your compliance. For example, if you come into compliance in October, you will be reinstated on November 1.

How can I view my dependent's compliance status?

Anyone on your plan over the age of 18 must log in to their own carecompass.quantum-health.com account to view their HEP status. Your dependents may grant permission from their account for you to view their HEP status by going to **Privacy Settings** and clicking the **Privacy Authorization** tab. Once there, scroll down to **Wellness/Prevention** to grant permission.