

Frequently Asked Questions

1. How do I get my new insurance ID cards?

ID cards for medical plan with Blue Cross & Blue Shield will be mailed to your home before January 1, 2026. You may also access all your benefit ID cards on the Quantum app or at myurhealth.com.

2. Where are the medical ID cards for my family members, there are several of us on the UR plan and I only received one for myself.

The cards were sent to the Dependent Contact address in Workday under Benefits > My Dependents > [click on dependent name] > Contact Information

3. Who is Quantum and why do I work with them instead of Blue Cross & Blue Shield directly?

Quantum is your 'healthcare warrior'. Quantum will stand between you and Blue Cross & Blue Shield to answer your claim questions, coordinate your care, and serve as your help desk for any benefits issues. Quantum replaces Anthem for medical plan service effective 1/1/2026.

4. How do I login to Quantum?

The Quantum app is available on your UR phone.



For non-UR phones, use this QR code to download the Quantum Health app or register at **myurhealth.com** starting on January 1, 2026. You can contact Quantum Health at **866-678-3297** Monday – Friday, 8:30am – 10pm ET



5. Are my doctors in-network with Blue Cross & Blue Shield?

Yes, although medical plan service is moving from Anthem to Quantum, the same Blue Cross & Blue Shield provider network remains in place. Aside from normal changes to contracts, in-network providers with Anthem should be in-network with Blue Cross & Blue Shield.

6. Why is Quantum calling me?

Quantum will message you on the app or call you if they can save you \$, if there is a problem with your prescription or upcoming procedure, or to coordinate your care. Please answer the phone and engage.

7. Did anything change with my non-specialty medications?

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No, you can continue to fill all non-specialty medications with CVS Caremark.

8. How can I see my dependent's profiles on the Quantum app?

Children under 18 will be visible on your Quantum profile. Children over 18 and spouses will need to first register for accounts and then grant you permission to access their data.

9. Do we still have virtual care with Blue Cross & Blue Shield like we did with Anthem?

Yes! Instead of LiveHealth online, your virtual care or telemedicine will be provided with MDLive. You can access MDLive within the Quantum app.

10. I have Kaiser for my medical benefits, did my coverage change for 2026?

There were minor changes to Kaiser benefits in order to keep costs flat for 2026. You will be receiving a new ID card mailed to your home in December 2025. You can continue using your existing ID card for care in 2025.

11. I already have my treatment plan approved with Anthem, how will that work with transition to Blue Cross & Blue Shield?

All authorizations will transfer from Anthem to Blue Cross & Blue Shield and Quantum. Quantum can answer any questions on these authorizations and help you coordinate care after December 1, 2025 to ensure you have a smooth transition into 2026.

12. Why did United Rentals change from Anthem Blue Cross & Blue Shield to Quantum with Blue Cross and Blue Shield?

United Rentals' benefit program is reviewed annually to maintain our industry leading benefit program. Transitioning our medical benefits to Quantum and Blue Cross & Blue Shield (BCBS) allows you to keep the your medical plans & providers, while providing a better and more cost effective solution, allowing UR to keep costs low. This is just one of the steps UR took to maintain insurance costs in 2026 when other U.S. employers faced the largest increases in +15 years.

13. What happens to my claims information with Anthem?

Anthem will send Quantum a file with all your prior claims information to assist in care coordination for 2026. You will continue to have access to your account on anthem.com and information on the Sydney app until 12/31/2027 for information regarding claims prior to 1/1/2026.

14. Can Quantum help me with my dental and vision claims?

Yes! Quantum is there to support you with all your benefit questions and concerns.

15. Who is Archimedes? Why are they calling me?

Archimedes manages United Rentals specialty medication program. They ensure you and UR are getting medications that are clinically approved for your diagnosis at the lowest cost. Archimedes will review any new specialty medication requests and will instruct you how to receive approved medications. These medications are often filled by a pharmacy called Acaria Health.