

Your Health Plan Support Resources

Get all the help you need to stay healthy and pay less.



Benefits Information

Call the Imagine360 Member Experience team at the number on your Benefits ID card. Their expert guidance makes navigating healthcare easier. They can help you:

- Understand covered benefits, claims and bills
- Find and communicate with providers
- Manage a medical condition
- Replace your Benefits ID card

You can also log on to **mibenefits.imagine360.com** to easily check your benefits, review your claims and see your Explanation of Benefits (EOBs).



If a provider has questions about your plan or submitting claims, ask them to call the provider number on your Benefits ID card.



Billing Support

As part of your health plan, Imagine360 reviews medical claims for errors and overcharges so you don't overpay.

If you receive a provider bill, always compare it to your EOB. If the amount due on the bill is higher than the amount your EOB says you owe, you have a balance bill. Call your Member Experience team at the number on your Benefits ID card right away for help.

We support you with:

- A designated advocate to manage bill resolution on your behalf
- Regular updates
- Free legal support, if needed

Need More Guidance?

Introducing Brittany Sells: Your HR Support Associate

Brittany (Imagine360) works directly with your company's benefits team to get all your health plan questions answered. Reach out when you need:

- Support navigating your health plan
- Information on a claim's status
- Answers to billing questions
- Assistance with a balance bill



Email: **bsells@imagine360.com**
Phone: **610-249-0367**

24/7 access to your health benefits: **[miBenefits.imagine360.com](https://mibenefits.imagine360.com)**

We're here to help. Call the number on your Benefits ID card.
Mon - Thurs: 7 a.m. - 9 p.m. CT | Fri: 7 a.m. - 7 p.m. CT



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