



TIPS & TRICKS FOR YOUR MEDICAL PLAN

Your health plan, administered by Imagine360, includes complete healthcare guidance, as well as price protection and billing assistance. Their goal is to surround you with the support you need to stay healthy and pay less for healthcare. Call them anytime at the number on your Benefits ID card.

In addition, here are some helpful tips to get the most out of your benefits plan.

When Visiting a Healthcare Provider

Your Benefits ID card has all the information you and your provider need. Make sure to always present this card at check-in or registration, and encourage them to call the provider phone number **(800) 716-2852** listed if they:

- Have questions about your benefits coverage
- Indicate that they don't accept your insurance
- State that they don't recognize your ID card
- Ask you to pay more than your copay or deductible (if applicable) upfront

The Imagine360 team will help to explain that you have benefits and work to resolve the issue. You can also call the member number **(800) 716-2852** on your benefits ID card, and Imagine360 will contact a representative at the facility.

Health and Clinical Support

Imagine360 has a team of licensed medical professionals and counselors that can help you manage medical conditions like diabetes, asthma and heart disease. They can also help you understand a new diagnosis or treatment plan, manage your medications, and even

schedule appointments. If you have a question about a chronic condition or a newly diagnosed medical issue, call the Imagine360 team at **(800) 716-2852**.

Price Protection and the Role You Play

Your health plan has built-in price protection to make sure you don't overpay for care. After you receive medical care, Imagine360 will review every provider bill to catch overcharging or billing errors. If they find any, the provider is notified and sent an adjusted payment. Most of the time, providers accept this payment amount.

We need you to compare the "amount you owe" on the Explanations of Benefits (EOB) you receive and the bill sent by the doctor or facility. If they don't match, this is called a "balance bill". If you receive one, call Imagine360 at the number **(800) 716-2852** on your benefits ID card and they will start the process of working to resolve it on your behalf.

Your Dedicated Employee Success Associate

As part of your health plan, you have access to Brittany Sells, an Employee Success Associate, who can help you with any questions about your medical benefits or possible claim issues. She works directly with the health plan and the Benefits Department at Allied Digital. You can contact her at:

- bsells@imagine360.com
- 610-249-0367
- *Backup contact for Brittany: Heather Kunz at hkunz@imagine360.com