

Your Health Plan Support Resources

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



Benefits Information

Call the number on your benefits ID card. Imagine360 offers expert guidance that makes navigating healthcare easier for you.

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 personal advocacy expert to manage bill resolution on your behalf
- Regular updates
- Free legal support, if needed

Need More Guidance?

Introducing Nancy Walters: Your HR Support Associate

Nancy (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
- Help with a balance bill



Email: nwalters@imagine360.com
Phone/Secure Fax: 610-249-0737

24/7 access to your health benefits: 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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