Answering Provider Questions



A provider's office may ask these common health plan questions during registration or check-in — here's the easiest way to answer them.

Q. What insurance do you have?

A. Say: "Imagine360 is the claims administrator for my group benefits plan. I can see the network providers on my benefits ID card. Or I can choose to see Open Access providers, sometimes called out-of-network."

Q. How do I check your benefits?

A. Say: "Call the provider number on my benefits ID card to quickly verify my benefits, copays and deductibles."

Q. Where do we send claims?

A. Say: "The address is on the back of my benefits ID card. You can also call the provider number on the card."

Always bring your benefits ID card
Having your card with you at every visit is a simple way to take charge of your care.

- **Show it at check-in.** The provider's office will use it to confirm your coverage, helping prevent care delays or billing issues.
- **Download or replace your card.** Go to **imagine360.vbagateway.com** or call **the member number on your ID card**.

See providers with confidence

If a provider still has questions or asks you to pay upfront, **call the member number on your benefits ID card** — we'll talk with them for you.

24/7 access to your health benefits: imagine360.vbagateway.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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