Answers to Common Questions

Imagine360 powered by Quantum Health



Start with full support

Q. How does my health plan support me from care to claim?

A. Imagine360 powered by Quantum Health helps you get the care you need, from providers you trust — with clarity, confidence and support you can count on.

- Imagine360, your health plan administrator, carefully reviews and processes provider claims so you don't overpay.
- Quantum Health provides personalized health plan guidance before, during and after care, so you can make the most of your plan.

Q. My plan just started. What should I do first?

A. Go to your benefits site - **quantumhealth-elwyn.com** - and set up an account in minutes. The site lets you find providers, track claims, explore benefits and more — 24/7.

Q. I have a question about my benefits. Who do I call?

A. Get answers when and how you need them, so you can make decisions with confidence. Call a Quantum Health Care Coordinator at **866-885-1352**, **Mon - Fri, 8:30 a.m. - 10 p.m. ET** (translation services available). Or connect with them by chat or secure message on your benefits site.

Q. What happens if I lose my benefits ID card?

A. Go to your benefits site to easily download or request a new one. Or call a Care Coordinator at the number on your benefits ID card — they'll quickly send it your way.

Find a provider

Q. What providers can I see?

A. You can see top-rated in-network providers that agreed to offer you care at fair set prices. They can't charge you more. You can also choose Open Access providers, sometimes called out-of-network. They don't have set prices with your plan, and your plan will work to lower your costs so you don't overpay.

Q. Can I stay with my current provider?

A. If your provider isn't in-network, let them know your plan is Open Access, which means you can see out-of-network providers. If they have questions, ask them to call the provider number on your card. A Care Coordinator will explain your coverage and benefits so you don't have to.

Q. What if I need help finding a provider?

A. Call a Care Coordinator. They'll help you find and compare providers based on cost, quality and how well they work with your plan. Or search for providers anytime on your benefits site.

Get care

Q. What if a provider says they don't recognize my insurance or I'm asked to pay for services upfront?
A. Ask them to call the provider number on your benefits ID card. A Care Coordinator will quickly explain your benefits. The only amount you should pay at the time of service is a copay or deductible, if you have one.

Q. What if I need help talking to a provider's office about my plan?
A. You're never on your own — just call a Care Coordinator. They'll talk with the provider for you.

Q. Are preventive services, like yearly checkups, covered?
A. Many preventive care services that help you take charge of your health are free to you through your plan. Check your plan online or call a Care Coordinator to confirm what's covered.

Q. What should I do in an emergency?
A. Go to the ER anytime — you can't be turned away in an emergency. If you need plan support during business hours (**Mon - Fri, 8:30 a.m. - 10 p.m. ET**), call a Care Coordinator. They can talk with the facility for you.

Q. Does my plan support chronic conditions?
A. Yes. Experienced nurses and licensed counselors provide free phone-based support for conditions like diabetes, heart disease, depression and more — plus maternity support. Call a Care Coordinator to learn more.

Count on provider billing help

Q. Can I find out what care will cost before I see a provider?
A. It's easy to compare providers and get price estimates for care on your benefits site.

Q. How does price protection help me pay less for care?
A. After your visit, Imagine360, your health plan administrator, carefully reviews medical claims from providers for errors and overcharges so you don't overpay.

Q. I received a bill from my provider. Do I need to do anything?
A. Yes! By always comparing the provider bill amount due with the "amount you owe" shown on your Explanation of Benefits (EOB), you can stay in control of your care costs. An EOB isn't a bill — it shows what you owe after your benefits are applied. If the amounts don't match, send the bill to **bb@imagine360.com** or call a Care Coordinator so you don't overpay.

Q. What billing support does my plan provide?
A. If a provider bill, provider claim or Explanation of Benefits looks wrong or you aren't sure, call a Care Coordinator. Billing advocates handle any issues for you and keep you updated the whole way.

24/7 access to your health benefits: quantumhealth-elwyn.com

Care Coordinators are ready to help.
866-885-1352 | Mon - Fri: 8:30 a.m. - 10 p.m. ET

Elwyn Est. 1852 | imagine360 Powered by Quantum Health