WELCOME TO YOUR HEALTH PLAN

Imagine360 powered by Quantum Health

Real people. Clear answers. Support you can count on.







Elwyn
Est. 1852

imagine360
Powered by Quantum Health

A health plan you can feel good about



Imagine360 powered by Quantum Health is here to make healthcare simpler and more affordable — every step of the way.

Imagine360 is your health plan administrator.

After you get care, they carefully review and process provider payment requests so you don't overpay.

Quantum Health offers personalized guidance.

Care Coordinators are in your corner for benefits, care and billing support — you're never alone. With their support you can:

- **Understand your plan**
  You'll get answers when and how you need them, so you can make decisions with confidence.
- **Skip the hassle**
  From ID cards to claims questions, you have someone to handle all the details for you.
- **Find providers**
  Get help comparing them by cost, quality and how well they work with your plan.
- **Stay healthier**
  Get free, phone-based support from nurses and licensed counselors for chronic conditions and maternity care.
- **Pay a fair price**
  Provider claims and bills are reviewed so you don't overpay — and any issues are managed for you.

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Help starts here

Call a Care Coordinator at
866-885-1352

Mon - Fri, 8:30 a.m. - 10 p.m. ET

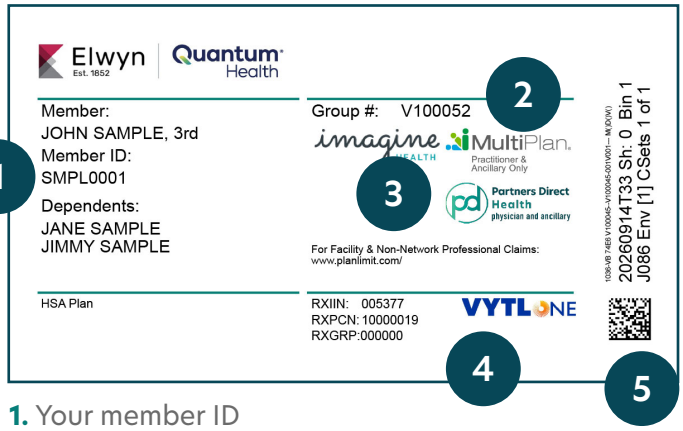
Log in to your 24/7 benefits site
quantumhealth-elwyn.com

Your benefits ID card

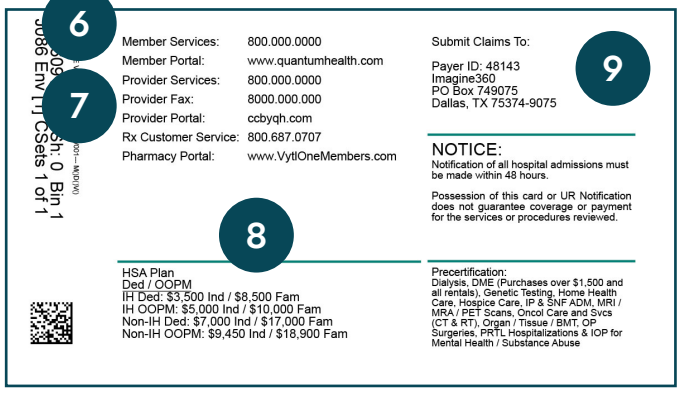
For easy registration and check-in

Bringing your benefits ID card to every appointment is an easy way to take charge of your care — it has all the information you and your providers need. Log in to **quantumhealth-elwyn.com** to download or request your card.

SAMPLE FRONT



SAMPLE BACK



1. Your member ID
2. Your group number
3. Your plan's network(s)
4. Pharmacy plan
5. QR code for answers to common provider questions
6. Member support information
7. Plan contact information for providers
8. Deductibles and out-of-pocket maximums, if any
9. Claims address for providers

What to say if your provider's office has these plan questions

Q. What insurance do you have?

A. "Imagine360 powered by Quantum Health is the claims administrator for my group benefits plan. I can see the network providers on my card or choose to see Open Access providers, sometimes called out-of-network."

Q. How do I check your benefits and claims address?

A. "Call the provider number on the back of my benefits ID card to quickly verify my benefits, copays and deductibles. The claims address is also on the back of the card."

If a provider still has questions, call your Care Coordinators at **866-885-1352** — they'll talk with them for you.

You have provider choice

Save the most when you see your plan's network providers, which deliver care at fair set prices.

Or choose Open Access providers. They don't have set prices with your plan, but your plan will work to lower your costs so you don't overpay.

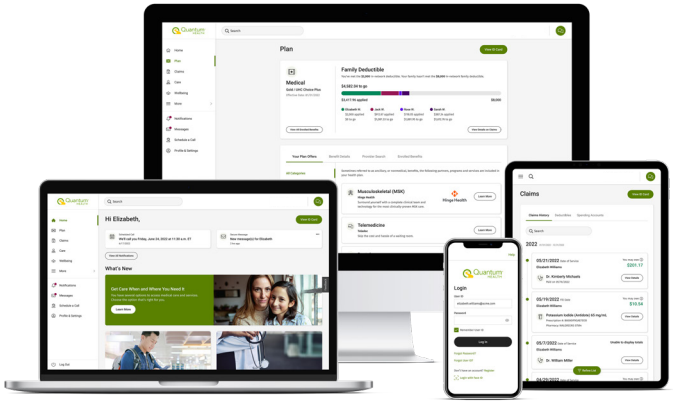
Find a provider
quantumhealth-elwyn.com

Your benefits site

Log in for 24/7 plan information and tools

Go to **quantumhealth-elwyn.com** to see all your benefits and use smart tools that put you in control of your care.

- Find and compare providers, including by cost
- Track claims and spending
- Download or request your benefits ID card
- Explore all your benefits
- Schedule a call or chat with a Care Coordinator



Register

1. **Go to quantumhealth-elwyn.com, when your plan is live**
   - Click "Register."
   - Enter requested information.
   - Enter the verification code you receive — you're done!

2. **Download the free "Quantum Health" app on App/Play**



Price protection & billing support

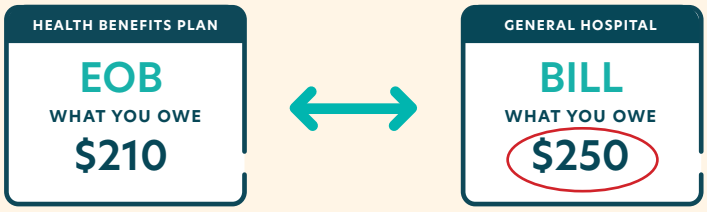
Pay less for the providers you want

When you need care, you can choose top-rated providers that are right for you. And no matter who you see, your plan works to lower your costs.

1. Your plan includes built-in price protection, which means provider claims — a payment request — are reviewed for errors and overcharges.
2. Provider claims are paid on a fair price of care. Some providers receive a payment lower than what they billed. But most accept the plan's payment.
3. If you get a provider bill, compare it to your Explanation of Benefits (EOB).

Compare your Explanation of Benefits (EOB) ...

... to your provider bill.



From your health plan (not a bill)
Shows what your plan covered and what you owe.

If the amount you owe doesn't match, **call the member number on your benefits ID card** or email the bill to **bb@imagine360.com** with the best phone number to reach you at. A personal advocacy expert will manage the bill resolution process for you — and keep you updated every step of the way.

Billing support – no matter which provider you see

If a provider claim, provider bill or EOB looks wrong, too high or you don't understand it, just call a Care Coordinator at **866-885-1352** for help.

Yes, Imagine360 powered by Quantum Health can help with that.

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