Your Health Plan Support

All the help you need to stay healthy and pay less

BENEFITS INFORMATION

Call Imagine360 at the member number on your benefits ID card. We're here for you before, during and after care — ask us to help you:

- Find and talk with providers
- Understand benefits, claims and provider bills
- Replace your benefits ID card

You can also use the 24/7 smart tools at imagine360.vbagateway.com to explore your benefits, compare provider costs, see your Explanation of Benefits (EOB), download your ID card and more.

If a provider has questions about your benefits or submitting claims, ask them to call the provider number on your benefits ID card.

PROVIDER BILLING SUPPORT

After you get care, we review provider claims for errors and overcharges — with payment based on a fair price of care.

If you get a provider bill, compare it to your plan's EOB so you don't overpay. If the amounts don't match, you can:

- Email the bill to **bb@imagine360.com** (include your phone number)
- Call the member number on your benefits ID card for help

One of our personal advocacy experts will:

- Contact you to explain next steps
- Manage bill concerns so you don't have to
- Keep you updated every step of the way

Need More Guidance?

Introducing Kaity Mejia:
Your HR Support Associate

Kaity (Imagine360) works directly with your company's benefits team to get all your health plan questions answered. Reach out for:

- Support navigating your health plan
- Information on a provider claim or EOB
- Answers to provider bill questions
- Help resolving provider bill concerns



Email: kmejia@imagine360.com
Phone: 610-788-0024

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

We're here to help. Call us at 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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