

# **Practitioner Guidance**

## **Providing Care and Processing Claims**

### **BrightSpring Benefits Plan**

**Q: My patient says they have health benefits with Imagine360. Who is Imagine360?**

**A:** Imagine360 is the claims administrator for your patient's group benefits plan. (Imagine360 was previously known as GPA, payer ID# 48143.) The patient's group health plan sponsor is BrightSpring. To confirm benefits eligibility, please call the provider number on the card (866.885.2538).

**Q: What network does this health plan use?**

**A:** Members of BrightSpring's Health Plan access care using the Multiplan Practitioner & Ancillary network ([www.multipan.com](http://www.multipan.com)). They are also able to access care through the BrightSpring Open Access Plan, as BrightSpring funds the claims directly after they are routed to the address on the back of the card (in and out-of-network claims are reimbursed the same).

**Q: My practice does not participate with this group. What now?**

**A:** Please collect the appropriate out-of-pocket amount from the member as indicated on their Benefits ID card. If the member has a high-deductible health plan (HDHP), please process the claim and bill the member their responsibility in accordance with your office's usual billing practices. If you have any questions, please contact Imagine360 at the provider number (866.885.2538) listed on the member's Benefits ID card.

**Q: How do I file a member's claim with Imagine360?**

**A:** Member claims are funded directly by the employer after the claims are routed to the address on the back of the member's Benefits ID card. If you have any questions, please call the provider number (866.885.2538) listed there.

**Q: How much can I expect to be paid and reimbursed by BrightSpring's Health Plan through Imagine360?**

**A:** The BrightSpring Health Plan's reimbursement rates are in line with, if not above, the reimbursements your practice receives from most networks. You can also go to the URL listed on the member's ID card ([www.planlimit.com](http://www.planlimit.com)) for detailed information on the reimbursement rates.

**Q: What if I am unable or unwilling to administer out-of-network care?**

**A:** You may contact Imagine360 at 866.885.2538 to negotiate an agreement to prevent any disruption in your patient's care.

