

# How to File a Claim for Self-Pay Reimbursement



If you chose to self-pay a provider out of your own pocket at the time of service, you can submit a request to Imagine360 for reimbursement. The easiest way to get the information we need to quickly process your claim is to request an itemized statement from your provider.

## The provider statement for your care must include:

1. Diagnosis code(s)
2. Provider group details
3. Treating provider
4. Date of service
5. Billing code(s)
6. Amount you paid provider

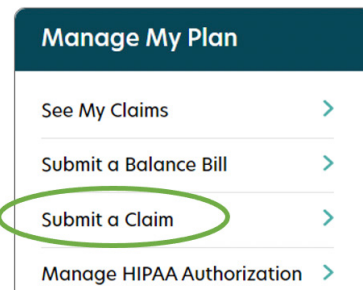
Identifying Information		Group Information						
John Doe 1234 W Any Street Any Town, US 12345-6789		<b>The Foot Doctor</b> 123 Achilles Drive Any Town, US 12345-6789 Phone: 800-123-4567						
Date of Birth	01/23/45	2	Group Tax ID	10-0987654				
1	ICD10Dx: M76.6		Group NPI	1234567890				
3		<b>Provider Information</b> JOE SMITH 123 ACHILLES DRIVE ANY TOWN, US 12345-6789						
Details of Charges								
Date	Place of Service	CPT	Claim Modifier(s)	Charges	Client Pay	Balance	Client Resp.	
10/17/23	11	99214 (1 unit)		120.00	120.00	0.00	0.00	
4				Total:	120.00	120.00	0.00	0.00
					6			

**Note:** Your provider statement may look different than the example above. If you have questions about what information your statement needs to have, call the number on your Benefits ID card.

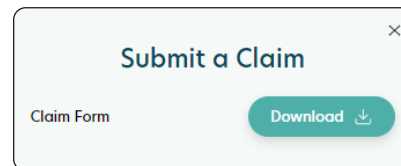
# Submit Your Claim

Once you have the required information, you can submit your claim on the miBenefits portal. To get started:

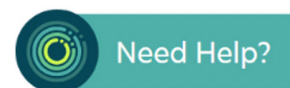
1. Log into your account at [miBenefits.imagine360.com](https://miBenefits.imagine360.com).
2. Click **"Submit a Claim"** under the **Manage My Plan** section.



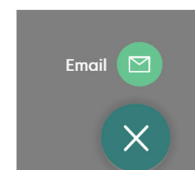
3. Click **"Download"** next to the Claim Form on the popup.  
*Note: Depending on your plan, additional forms may be available here.*



4. A fillable claim form will download onto your device. Open the file. Fill in the required information and save the file.
5. Click on the **"Need Help?"** icon found in the lower righthand corner of the miBenefits screen.



6. Select the Email option.



7. An email form will open. Complete the email, attach your claim form and the itemized bill(s) from the provider. Then click **"Submit."** You'll get a pop-up notification that the email was sent successfully.

## Track Your Claim

After you submit your claim, you can visit miBenefits to check its status. Click **"See My Claims"** under the **Manage My Plan** section.

## Get Support

Need help submitting a claim? Call the number on your Benefits ID card. Our Member Experience team can answer questions and guide you through the process.

24/7 access to your health benefits: [miBenefits.imagine360.com](https://miBenefits.imagine360.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

