

Make the Most of Your Health Plan

Guide to services & support



Welcome to your health plan



We're Imagine360 powered by Quantum Health. We make healthcare simpler, more affordable and less stressful – every step of the way.

Imagine360 is your health plan's administrator.

After you get care, we carefully review provider payment requests (claims) before processing them so that you don't overpay.

Quantum Health provides support.

Care Coordinators - which include benefits experts, billing specialists and licensed medical professionals - mean you're never alone. They're here to:

- Help you find a quality provider
- Provide benefits information
- Issue or replace a Benefits ID card
- Connect you to free, phone-based support for chronic conditions or maternity care
- Answer billing and claims questions

One phone number for all your questions

Don't know where to begin? Call your Care Coordinators.
866-885-1491 | Mon - Fri, 8:30 a.m. - 10 p.m. ET



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Watch a short video on how our experienced team can help.



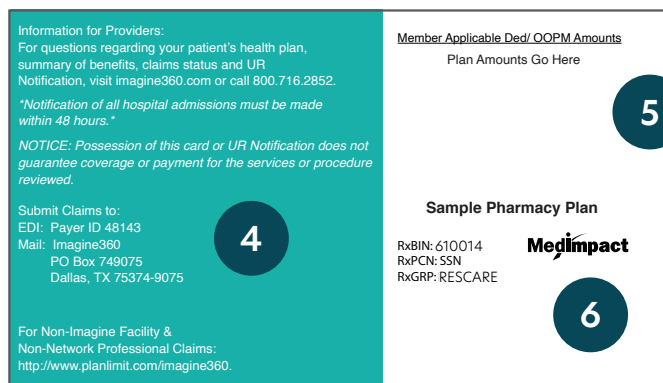
Your Benefits ID card

Make sure you bring your Benefits ID card to healthcare appointments. The card has all the information you and your providers need.

Front



Back



1. Your plan's network(s)
2. Your group number/member ID
3. Quantum Health Care Coordinator phone number

4. Contact information for providers to verify benefits
5. Deductibles/copays/out-of-pocket maximums, if any
6. Pharmacy plan

When you see a provider

It's normal for providers to verify your benefits. If they have questions, **ask them to call the provider phone number on your ID card.** Your Care Coordinators will quickly explain coverage, copays and deductibles.

Your support line

Need help communicating with a provider? Whether they have questions about your plan or ask you to pay for more than your copay or deductible (if any) at the time of care, our team is here for you. **Call your Care Coordinators at 866-885-1491.** They'll talk with the provider for you, so you have the smoothest visit possible.



Watch a short video on
using your Benefits ID card.

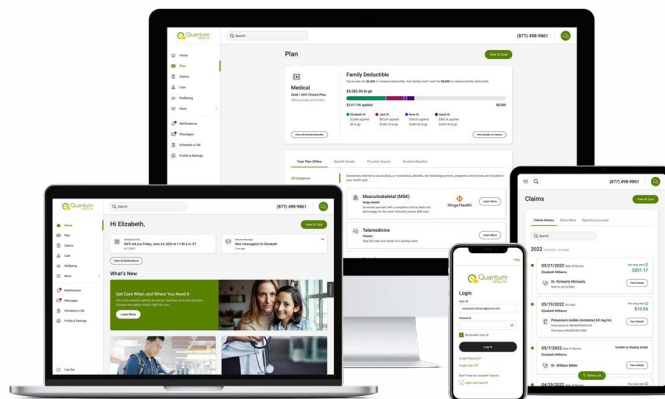


Quantum Health portal

Get 24/7 plan information and resources on your benefits site.

Log in anytime to see 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 your Benefits ID card or request one
- Explore all your benefits
- Schedule a call or chat with a Care Coordinator



Register

Go to: BrightSpring.Quantum-Health.com

1. Click "Register."
2. Enter requested information.
3. Enter the verification code you receive – you're done!



Download the "BrightSpringConnect" app

Get instant access to BrightSpring key contacts, resources and benefits enrollment. You can also go directly to the Quantum Health portal from the app. Search "**BrightSpringConnect by BSHS**" on the App/Play store.

Find a provider fast

Use your benefits site search or **call your Care Coordinators at 866-885-1491** to find providers right for you. You can compare providers by cost, quality and how well they work with your plan.



Watch a short video on how we can help you find a provider.



Prescription plan

You want your prescriptions filled fast. MedImpact – your pharmacy benefit manager – helps you get medications you need, when you need them.



Where to use your prescription benefits

Participating network pharmacies can fill your prescriptions for covered medications at the lowest cost. To find network pharmacies, use the pharmacy locator tool at [medimpact.com](https://www.medimpact.com). Once you log in, you can also view your Rx history, check and compare medication costs, track your spending and more. You can also call **844-401-2049** for help.



Register at [medimpact.com](https://www.medimpact.com).



Download the **"MedImpact" app** on the App/Play store.

Maintenance medications

MedImpact Direct makes getting your long-term prescriptions easier. Get a 90-day supply, or the maximum amount allowed by your plan, delivered to your door. Go to [medimpactdirect.com](https://www.medimpactdirect.com) for more information on how to get started.

Specialty medications

The MedImpact Direct Specialty program provides access to specialty drugs for chronic and complex conditions – and delivers them to where you need.

You may be required to use a specific specialty pharmacy. The dispensing pharmacy will help you get the most from your medication. For more information, call **877-391-1103**.



Your prescription information

The back of your Benefits ID card lists the prescription details your pharmacist needs.

Virtual health care

Feel better sooner with virtual care from Recuro Health.

Real Doctors. Real Care. Right Now.



QUALITY CARE

Count on board-certified providers, licensed counselors, psychiatrists and care coordinators.



SPEED

See a provider almost immediately when you're sick.



CONVENIENT

Get care from the comfort of your own home – no driving, no waiting rooms.

Virtual care for a range of conditions

- **Urgent care:** Get 24/7 access to care for common medical issues like flu, eye/ear infections and allergies.
- **Primary care:** Schedule appointments for routine, preventive and ongoing care.
- **Counseling/psychiatry:** Schedule consults – including therapy, counseling and psychiatry – for conditions such as depression, anxiety and substance abuse.

3 easy ways to make a virtual appointment



Call **844-715-1724**



Visit **member.recurohealth.com**



Use the **"Recuro Care" app**

Price protection & billing support

Your health plan includes built-in price protection so you don't overpay for care.

How price protection works

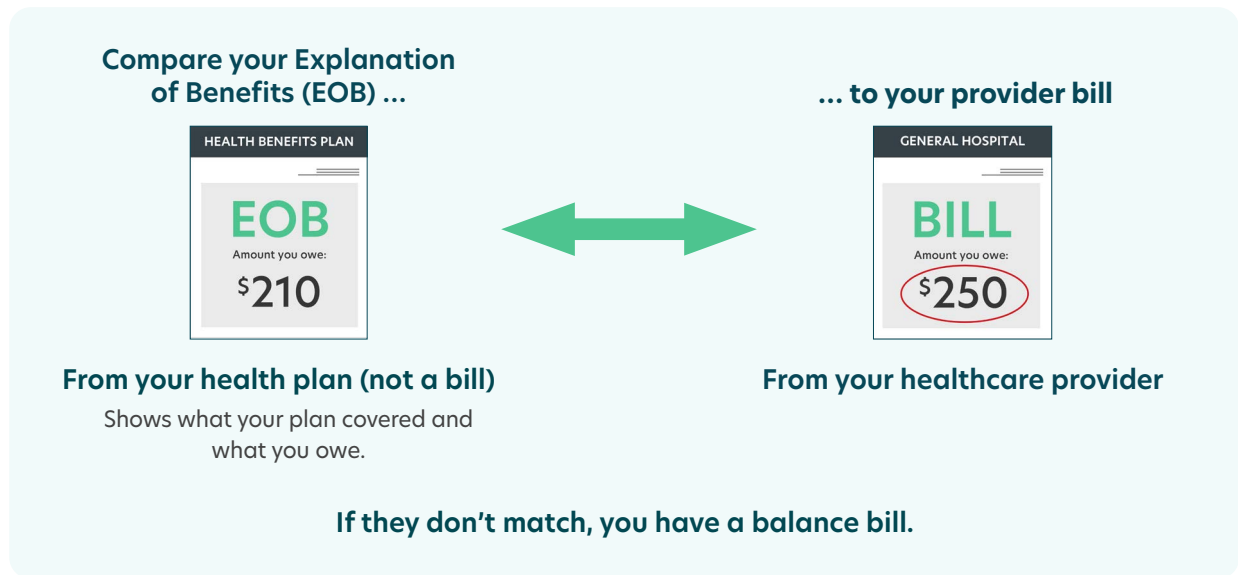


1 After you get care, Imagine360 reviews provider claims for errors and overcharges.

If needed, the amount paid to the provider is adjusted.
Most providers accept this payment amount.

3 We send you an Explanation of Benefits (EOB). It shows what you owe the provider after your benefits were applied.

Occasionally, a provider may bill you the difference between what your plan paid and what the provider charged. This is called a balance bill. If you think you have a balance bill, **call your Care Coordinators at 866-885-1491 right away.** They'll work to resolve it on your behalf.



Billing support made simple

You're never alone in working to resolve a balance bill. We support you with:

- A personal advocacy expert to manage the bill resolution process on your behalf
- Regular updates
- Free legal support, if needed



Watch a short video on price protection and the important role you play.



One phone number for all your health plan questions

Call your Care Coordinators for expert service and support.

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