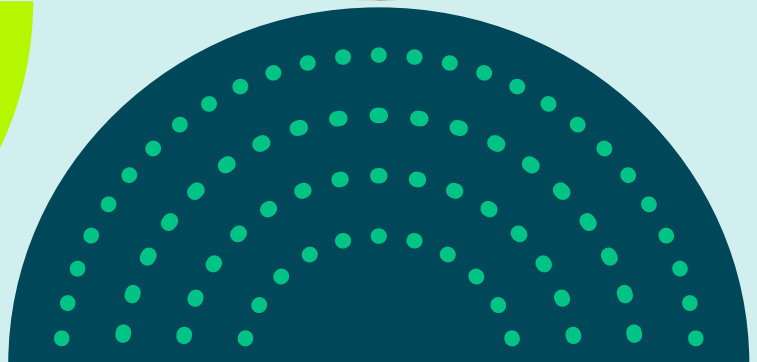


WELCOME TO YOUR HEALTH PLAN

Imagine360 powered by Quantum Health

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



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
866-885-1491**

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



**Log in to your 24/7 benefits site
BrightSpring.Quantum-Health.com**

Your benefits ID card

For easy registration and check-in

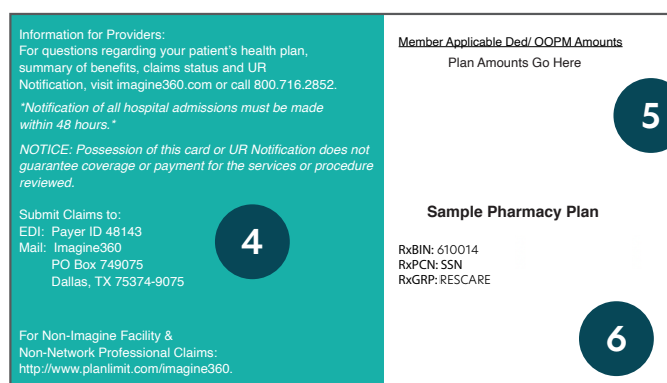
Bringing your benefits ID card to every appointment is an easy way to take charge of your care — it has all the information you and your providers need. Log in to BrightSpring.Quantum-Health.com to download or request your card.

SAMPLE FRONT



1. Your plan's health network(s)
2. Your group number/member ID
3. Care Coordinator contact info

SAMPLE BACK



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

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 **866-885-1491** — 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.

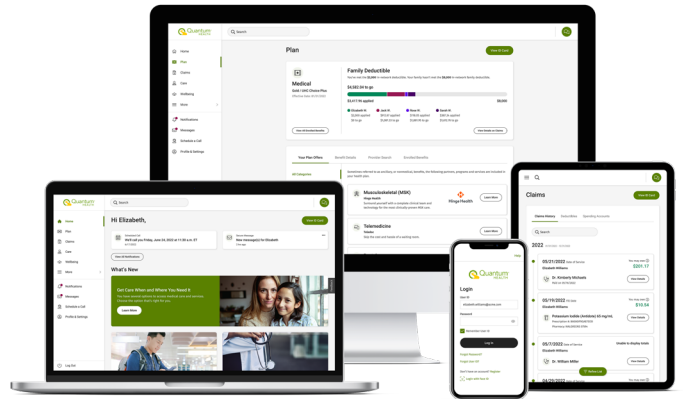
Find a provider
BrightSpring.Quantum-Health.com

Your benefits site

Log in for 24/7 plan information and tools

Go to BrightSpring.Quantum-Health 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 BrightSpring.Quantum-Health.com, when your plan is live

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

2 Download the "BrightSpringConnect" app on App/Play

Get instant access to the Quantum Health benefits site as well as BrightSpring contacts and resources.



Prescription plan

MedImpact - your pharmacy benefit manager - helps you get medications you need, when you need them.



Where to use your prescription benefits

Visit [medimpact.com](https://www.medimpact.com) to find a participating network pharmacy near you and get the lowest cost for covered prescriptions. You can also log in to review your Rx history, compare medication costs and track your spending.

- 1 Register at [medimpact.com](https://www.medimpact.com) when your plan is live.
- 2 Download the "**MedImpact**" app on the App/Play store.
- 3 Call **844-401-2049** to get benefits help or expert pharmacist advice.

Maintenance medications

MedImpact Direct through Birdi pharmacy makes getting your long-term prescriptions easier. Get a 90-day supply, or the maximum amount allowed by your plan, delivered to your door with free standard shipping. Go to [medimpactdirect.com](https://www.medimpactdirect.com) or call **844-401-2049**.

Specialty medications

The **MedImpact Direct Specialty program** helps you get specialty medications for chronic or complex conditions – delivered where you need them.

A preferred network pharmacy will call you to set up delivery before each refill. The pharmacy will also provide personal patient support services when you need them. Questions? Call **877-391-1103**.



Your prescription information

Always have your benefits ID card with you when you fill or pick up a prescription. The back of the card has all of the plan details your pharmacist needs.

Save on prescriptions with Rx Savings Solutions

This service – free through your health plan – helps you compare prescription prices, find lower-cost options and get help switching if there's a more affordable choice. Register at [myrxss.com](https://www.myrxss.com).

Virtual health care

Real doctors. Real care. Right now.

Feel better sooner with virtual care from Recuro Health.



QUALITY CARE

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



FAST

See a provider almost immediately when you're sick.



CONVENIENT

Get care from wherever you are – no driving, no waiting rooms.

3 easy ways to make a virtual appointment

- 1 Call **844-715-1724**.
- 2 Visit member.recurohealth.com or get access from BrightSpring.Quantum-Health.com.
- 3 Use the "Recuro Care" app.



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.



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 a Care Coordinator at the member number **(866-885-1491)** on your benefits ID card. 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 **866-885-1491** for help.



Yes, we can help with that.

Call a Care Coordinator at 866-885-1491

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

Get 24/7 plan information

BrightSpring.Quantum-Health.com