

Pay Less for the Providers You Want

When you need care, you get to choose top-rated providers that are right for you. No matter who you see, your plan's built-in price protection works to lower your costs. Here's how it works – and how you play an important role:

- 1 Imagine360 - your health plan administrator - reviews provider claims (payment requests for your care) for errors and overcharges.
- 2 Provider claims are paid based on a fair price of care. Some may receive less than they billed, but most accept the plan's payment.
- 3 Here's where you come in – if you get a provider bill, compare it to your Explanation of Benefits (EOB).

Compare your Explanation of Benefits (EOB) ...



From your health plan (not a bill)
Shows what your plan covered
and what you owe.



... to your provider bill.



If the amount you owe doesn't match or you aren't sure, call your Care Coordinators at **866-885-1491** right away. Or email the bill to **bb@imagine360.com** with the best phone number to reach you at.

A personal advocacy expert will manage the bill resolution process for you, keeping you updated so you don't wonder or worry.

Smart Tips for Your Health Plan

With Imagine360 powered by Quantum Health, you have a health plan you can feel good about – putting you in control and providing support that makes healthcare simpler and more affordable.

- 1 **Quantum Health offers personalized guidance.**
Care Coordinators are in your corner for benefits, care and billing support. Anytime you have questions, call **866-885-1491**.

- 2 **Imagine360 is your health plan administrator.**
After you get care, they carefully review provider payment requests so you don't overpay.

Visits Are Easier With Your Benefits ID Card

Bringing your benefits ID card to every appointment is a simple way to take charge of your care.

- **Your card has plan information you and your providers need.**
It has your group number, member ID, provider network information, pharmacy and virtual care benefits, important phone numbers and more.
- **Share your card at registration and check-in.**
The provider's office will use it to easily confirm your coverage, helping prevent care delays or billing issues.
- **Download or replace your card.**
Go to your benefits site at **BrightSpring.Quantum-Health.com**.
Or call **866-885-1491**.

Care Coordinators are ready to help.

866-885-1491 | Mon - Fri: 8:30 a.m. - 10 p.m. ET | BrightSpring.Quantum-Health.com



Support That's All About You

From care to claims, there's just one number to call for all the support you need: **866-885-1491** (translation services are available). Your team of Quantum Health Care Coordinators - including benefits experts, claims specialists and licensed medical professionals - are ready to help with:



Benefits information: Caring people provide clear answers so you can make the most of your plan.



Member services: From ID cards to claims questions, you have someone to handle all the details for you.



Finding providers: You can get help comparing providers to find the right fit for you – by cost, quality and how well they work with your plan.



Provider questions: Care Coordinators can communicate directly with providers, explaining your benefits and eligibility so you don't have to.



Medical conditions: Take advantage of your plan's free phone-based support for chronic conditions like diabetes, heart disease, depression and more, plus maternity guidance.



Billing help: Avoid overpaying with personalized support from advocacy experts who work to resolve billing issues and keep you informed every step of the way.

24/7 Plan Information and Tools

Log in anytime to your benefits site at **BrightSpring.Quantum-Health.com** to explore your health plan and use smart tools that let you customize your care experience.

Haven't signed up yet? Just click "Register" and follow the quick and easy steps so you can:



- **Learn about your plan.** Get an overview of your plan benefits and how to use them.
- **Access your benefits ID card.** Forgot or lost your ID card? Download it or request a replacement.
- **Find providers.** Search for and compare them based on cost, quality and how well they work with your plan.
- **See claims information.** After a healthcare visit, check what your plan covered and what you may owe a provider.
- **Get a spending snapshot.** Quickly view amounts applied to your individual and family deductibles or out-of-pocket maximums.
- **Schedule a call with a Care Coordinator.** Request that a Care Coordinator call you at a date and time that works best for you.

"This team has been so helpful to me ... during my pregnancy and helping me deal with my provider. I really appreciate all their help and answering all my questions. I feel like they have gone above and beyond ..." – BrightSpring Member



Take Your Benefits on the Go

Download the **"BrightSpringConnect" app**. You'll get instant access to the Quantum Health benefits site as well as BrightSpring contacts and resources.

Care Coordinators are ready to help.

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