

Using Your Benefits ID Card

Your Benefits ID card may look different from other cards you've had, but it has all the information you'll need about your plan. It also includes the contact information for your member support team. Call us any time you have a question or need support.



When you go to a healthcare provider for care, there are a few "rules of the road."

- ✓ At check-in or registration, provide your Benefits ID Card.
- ✓ If they have questions or indicate that they don't accept your insurance, tell them to call the provider number on the card to verify your eligibility for benefits.
- ✓ At any time, if you are asked to pay more than your copay or deductible (if applicable) up front, immediately call us to speak to someone who will work to resolve the issue.

Your health plan includes access to Imagine Health providers and facilities. You will see the Imagine Health logo on your Benefits ID card.

- To find a participating Imagine Provider, visit providers.imaginehealth.com.
- Choose to visit a provider outside of Imagine Health, and you'll benefit from built-in price protection so you don't overpay.
- You have access to Quest Diagnostics for lab related services and CVS MinuteClinic® locations nationwide.

If a provider indicates they don't accept your health plan, please call us at the number on your Benefits ID card.

We'll get the details of your request and speak to providers on your behalf. We can also help you find the best options for care, which might include coordinating with your current provider or locating another provider.

We are here to help you make the most of your health plan.

We're here for you with expert service and support.

Call the number on your Benefits ID card.

Hours: Mon-Thurs: 7am-9pm CST Friday: 7am-7pm CST

