



# Meet Katherine Flanagan: Your Dedicated Employee Success Associate

Katherine Flanagan is an Employee Success Associate through your health plan, which includes price protection for your medical benefits. She can help you with any questions about your medical benefits or possible claim issues. Your Success Associate works directly with the health plan and the benefits department at your company.

**Email:** [kflanagan@imagine360.com](mailto:kflanagan@imagine360.com)

**Phone:** 610-249-9451

## What to Know about Your Health Plan

Your company selected us to process medical claims and help you navigate the healthcare system. We examine every bill line-by-line to make sure you don't overpay for healthcare services.

You can log on to [mibenefits.imagine360.com](https://mibenefits.imagine360.com) to check your benefits, look up your claims, and review your Explanation of Benefits (EOBs).

If you receive a bill from a provider in excess of what your EOB shows that you owe, we will work to resolve the issue on your behalf.

## Balance Bill Support

Your health plan provides support if you receive a bill for charges exceeding your plan's allowable limits (balance billing). You will have a dedicated Member Services advocate that will provide regular updates and guidance throughout the process.

### Submit a balance bill directly:

Call or email the contact information on your Benefits ID card.

## How Can Katherine Flanagan Help You?

Katherine is your first point of contact when you have a question about your medical benefits. You and your family can reach out anytime for the following:

- Want to check on the status of a claim
- Have a question about how much to pay for a medical service
- Receive a bill from a provider that you are unsure about
- Need assistance on a balance bill
- Help understanding how your health plan works

## Helpful Tips for You

- Find a provider that works well with your plan by calling the number on your Benefits ID card
- Watch your mail and send any balance bills to your health plan or Katherine
- Keep a folder dedicated to your EOBs and bills so if you ever need to, you can send them to us
- Complete any forms you receive from the Member Services Advocate so they can work on your behalf



**Any time you have questions about a medical bill, contact Katherine!**