

My GUIDE



COVERAGE WITHOUT BOUNDARIES®

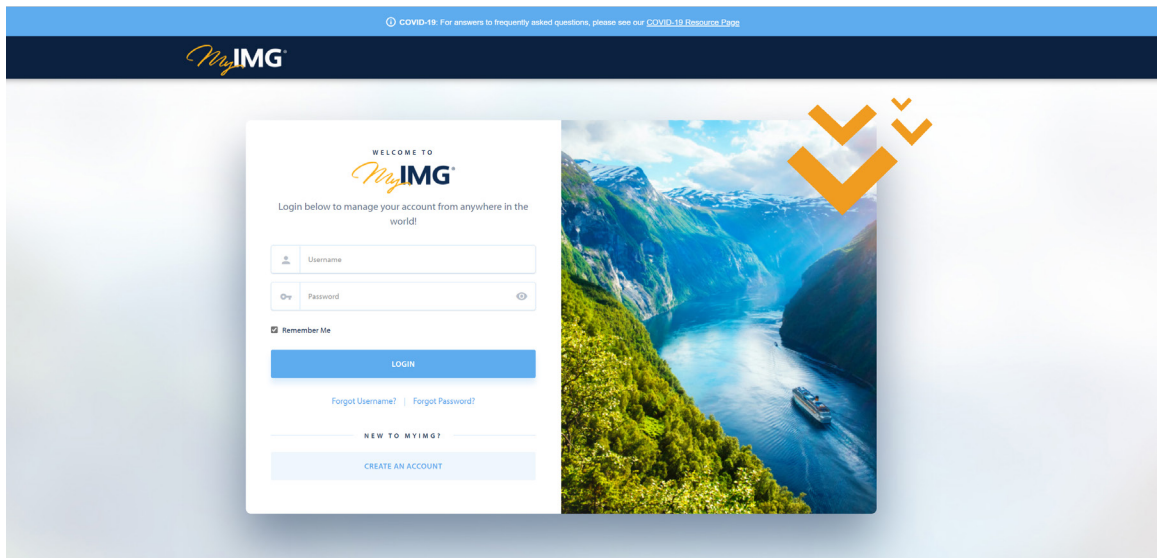
WWW.IMGGLOBAL.COM

WELCOME TO *My*IMG®

CREATE AN ACCOUNT

1

MyIMG offers secure access to manage your account at anytime from anywhere in the world. If you don't have a MyIMG account, you can create one by clicking "CREATE AN ACCOUNT" on the MyIMG login page (imglobal.com/member).



2

The next screen initiates the account creation process by asking for either your IMG Certificate Number or Insured ID. Once the system verifies this information, you will then need to enter your Date of Birth.

Create an Account

1 — 2 — 3

VERIFY ACCOUNT

In order to create an account, you must first verify you have an active Certificate Number or Insured / Member ID below.

If you are a Group Sponsor or a Group Administrator, you will need to contact our Customer Care team in order to activate your account.

Enter your Certificate Number or Insured / Member ID *

CONTINUE

ALREADY HAVE AN ACCOUNT?

Create an Account

1 — 2 — 3

VERIFY ACCOUNT

In order to create an account, you must first verify you have an active Certificate Number or Insured / Member ID below.

If you are a Group Sponsor or a Group Administrator, you will need to contact our Customer Care team in order to activate your account.

Enter your Certificate Number or Insured / Member ID *

Date of Birth *

Date of Birth is required.

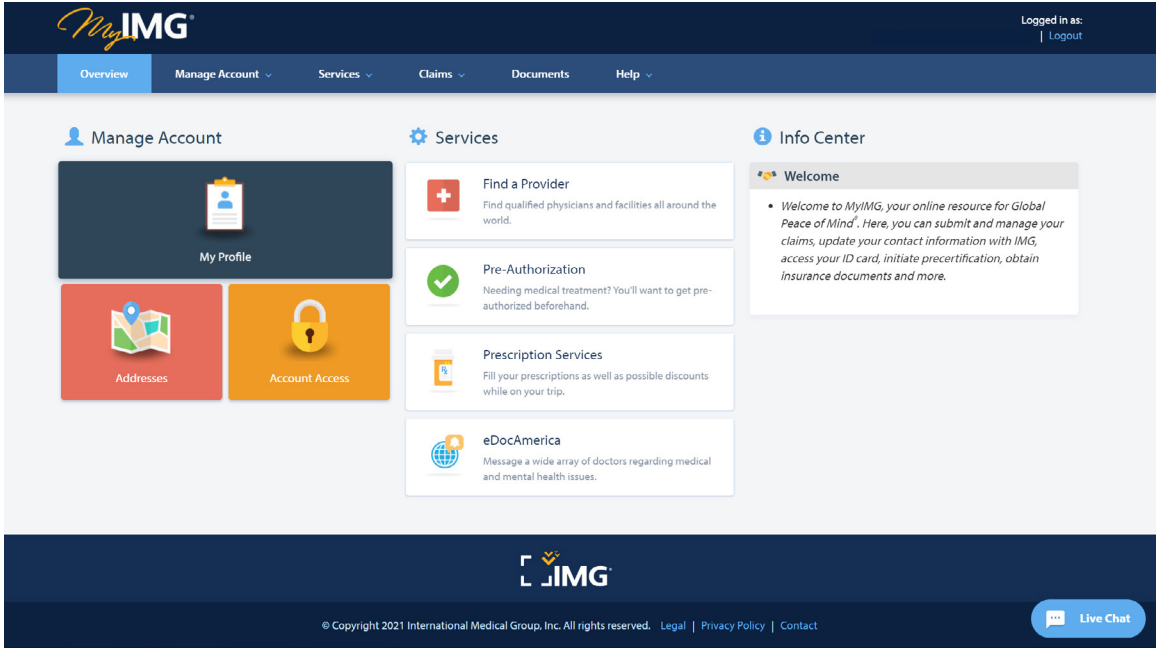
CONTINUE

ALREADY HAVE AN ACCOUNT?



3

After your account has been created and you have logged in, you will see the home screen:



ACCESS PLAN DOCUMENTS (ID Cards, Certificate Wordings, etc.)

- Click on the Documents tab:



- Your documents will be grouped in two categories (Personal & Certificate Documents). Personal documents will include your ID card, Declaration page, etc.

Personal Documents				
Insured	Description	Effective Date	Expiration Date	Actions
SAMPLE, MICHAEL J	ID Card	01/06/2021		PDF Email
	Declaration Page	09/01/2020	09/01/2021	PDF Email
SAMPLE, MICHAEL J	IRS 1095-B	01/06/2021		PDF Email

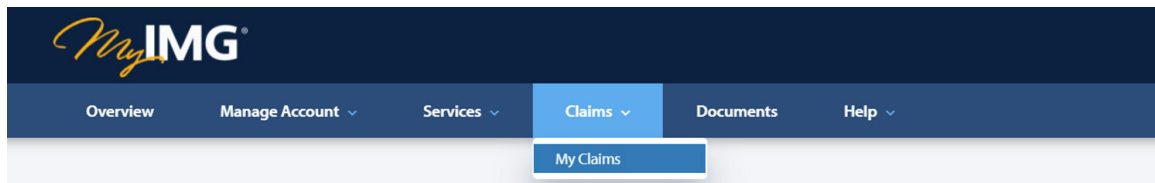
- By choosing either "PDF" or "Email" you can download a PDF or email a copy of the visa letter, ID card, or 1095-B form.

- Certificate documents will list all other related documents tied to your plan. These are available for download only:

Certificate Documents		
Description	Document Type	Actions
1000 Deductible 2020	Certificate Wordings - Medical	PDF
Claim Form 2019	Special	PDF
Flyer 2012	Special	PDF
MPI Enrollment Form	Enrollment Forms	PDF
URX Plan Design 2016	Special	PDF
ID Card 2016	ID Cards	PDF
Info Sheet 2016	Certificate Wordings - Evacuation	PDF
MP Life Certificate 10-06	Certificate Wordings - Life	PDF

VIEW / SUBMIT CLAIMS

- To view existing claims or to submit a new claim, click on “Claims” in the menu, and then “My Claims.”



1

If there's only one insured on the plan, the page will automatically load your existing claims. If there are multiple insureds on the plan, you will first need to select an insured.

Certificate Number *

MPI000012345 | Effective Date: 04/01/2021 | Expiration Date: 04/01/2022

Insured Name * **Date of Birth** **Insured ID**

SAMPLE, MICHAEL J 12/30/1992 856181234

[SUBMIT NEW CLAIM](#)



Claims

5 Record(s) Found

Claim Number	Claim Ref #	Claim Status	Date Of Service	Date Processed	Coverage Type	Total Charged	Total Covered	Patient Portion	
012345678910	KH3J1234	PROCESSED	02/24/2021	04/26/2021	MEDICAL	1,429.51 USD	1,429.51 USD	0.00 USD	View Details
012345678911	SUwy1234	PROCESSED	02/13/2021	04/23/2021	MEDICAL	464.50 USD	464.50 USD	0.00 USD	View Details

2

To submit a new claim, click the “Submit New Claim” button. You will then be directed to the Submit Claim page.

Submit a Claim

Please complete the form below to submit an online claim. Assistance is also available from the International Medical Group* (IMG) Customer Service Department. For additional assistance, please contact IMG at 1-800-628-4664 (USA & Canada) or at 1-317-655-4500 (Worldwide). You can also email us at customer@imglobal.com.

Before we start, please answer the following questions:

1. Is your claim for: *

- A new medical condition
- An ongoing medical condition

2. Are you covered by another plan?

- Yes
- No

3. Are you in school full time? *

- Yes
- No

4. Did you receive treatment for your condition in the United States? *

- Yes
- No

[CONTINUE >](#)

Items to Note:

If you submit a claim through MyIMG, it will appear in 12-24 hours on the My Claims page with a “Submitted” status until it’s adjudicated – after that, it goes into “Processed” status, unless further documentation is needed.

- Processed – Paid
- Processed – Deductible
- Processed – Denied
- Additional Information Needed

If your claim appears in “Processed – Denied” status, an explanation will be sent to you regarding the decision. If you believe that your claim was denied in error, you may make an appeal. Please note that an appeal can take up to 90 days to process.

If you submit a claim from a source other than MyIMG (i.e., directly through provider, by mail, etc.), you won’t see it in MyIMG until it’s been processed.

If you fail to submit all the necessary documentation during your claim submission, your claim will go on hold and appear in “Additional Information Needed” status. View the claim to see which documents are outstanding.

3

To view existing claims, click the View Details button. This will open a window that will further explain the details of the claim.

Patient Info

Patient Name
SAMPLE, MICHAEL J

Date of Birth
12/30/1992

Insured ID
85611234

Certificate Number
MPI0000012345

Claim Info

Status
PROCESSED

Date of Service
02/24/2021 (MEDICAL)

Claim Number
042621112345

Claim Ref #
KH3J1234

Claim History

[Download Benefit Details \(EOB\)](#) [Print](#)

Status	Provider Name	Service Codes	Amount Charged	Amount Covered	Deductible Applied	Benefit Amount	Patient Portion	Reason Code
PROCESSED - PAID	BEIJING UNITED FAMILY HOSPITAL CO LTD	OHMI	1,429.51 USD	1,429.51 USD	0.00 USD	1,429.51 USD	0.00 USD	320, 991

Service Code Descriptions

Code	Description
OHMI	OUT-PT MISCELLANEOUS

Reason Code Descriptions

Code	Description
320	THE MEDIAN EXCHANGE RATE WAS USED IN CALCULATING BENEFIT REIMBURSEMENT FOR EACH DATE OF SERVICE. THERE IS NO ALLOWANCE FOR ANY BANK EXCHANGE FEE.
991	MRN 1599100 THIS EXPLANATION OF BENEFITS REPRESENTS A EFT/WIRE TRANSFER. FUNDS HAVE BEEN SUBMITTED TO YOUR FINANCIAL INSTITUTION.

4

To access your Explanation of Benefits (EOB), simply click the Claim Details button for a particular claim and click download:

Claim History

[Download Benefit Details \(EOB\)](#) [Print](#)

Status	Provider Name	Service Codes	Amount Charged	Amount Covered	Deductible Applied	Benefit Amount	Patient Portion	Reason Code
PROCESSED - PAID	MEMBER PAID US PROFESSIONAL	DL	50.00 USD	50.00 USD	0.00 USD	50.00 USD	0.00 USD	WT1

■ To submit an appeal to a denied claim or any claim that you feel wasn't paid out correctly, click "Submit Appeal" to explain your reasons for the appeal.

Claim Details

Claim Details
Submit Appeal

Patient Info

Patient Name
SAMPLE, MICHAEL J

Date of Birth
09/23/1970

Insured ID
84961234

Certificate Number
EDUW40021234567

Claim Info

Status
PROCESSED

Date of Service
12/09/2020 (MEDICAL)

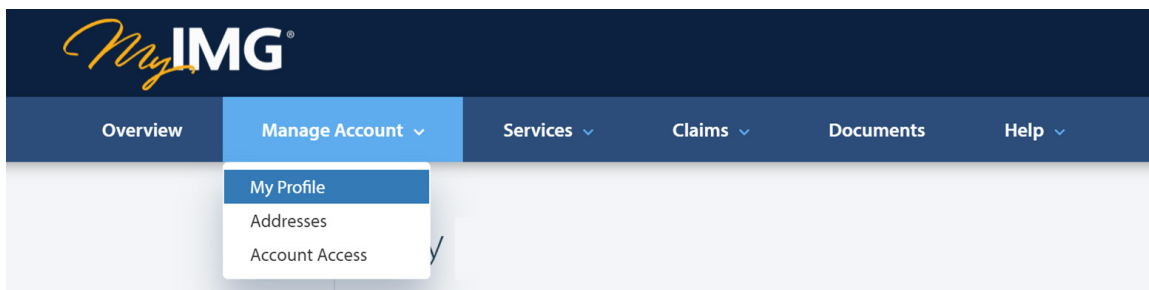
Claim Number
051121051234

Claim Ref #
KH1Q1234



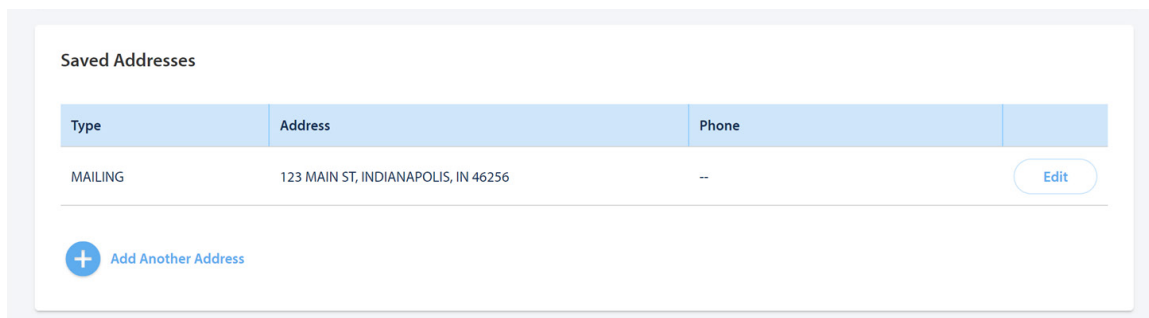
MANAGE ACCOUNT

- To manage your username, password, or email address, select “Manage Account” in the navigation and choose “My Profile.”



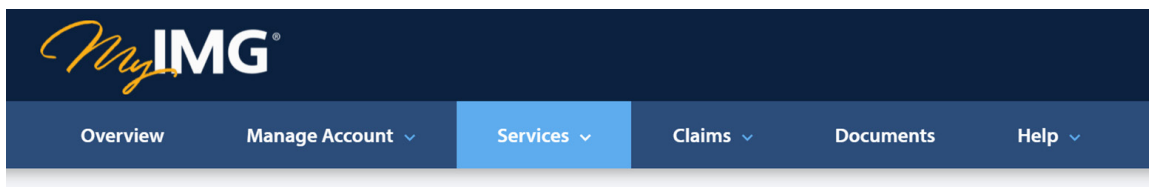
Note: If you change your password, you will automatically be logged out and forced to log back in with your new password.

- To manage your addresses, you can either update your existing on file or add additional addresses.



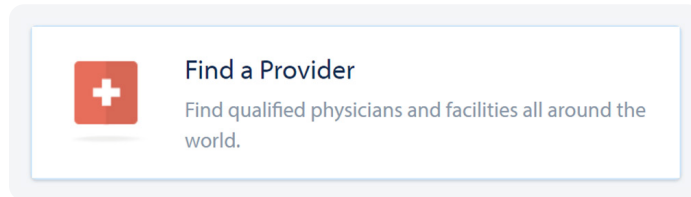
ACCESS SERVICES

- The Services tab displays all the additional features that are available on your plan. These services may change depending on the optional benefits selected.



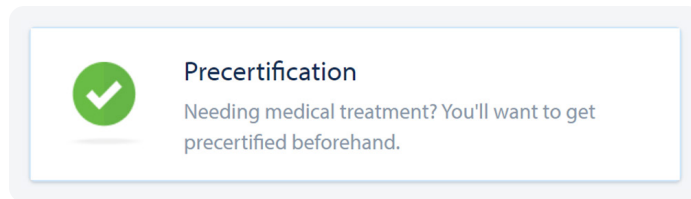
FIND A PROVIDER

- Select this option to find all available providers, hospitals, etc. that are in IMG's extensive network:



PRECERTIFICATION

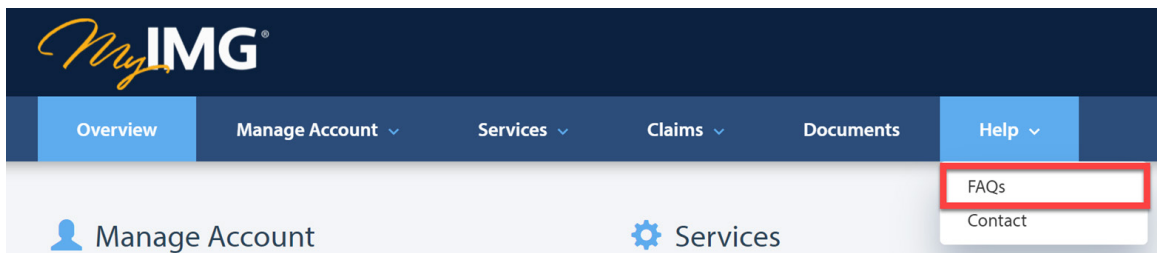
- Before any medical treatment defined in your plan is performed, you'll want to review your certificate to see which treatments require precertification. For those procedures that require it, you can initiate precertification in MyIMG; select this option to initiate the precertification process:



Please refer to your certificate wordings regarding additional services available to you.

HELP

- For additional questions, you may access our FAQ section by clicking below:



FAQ's are organized by category to help filter your questions down or you can view all FAQ's by default:

