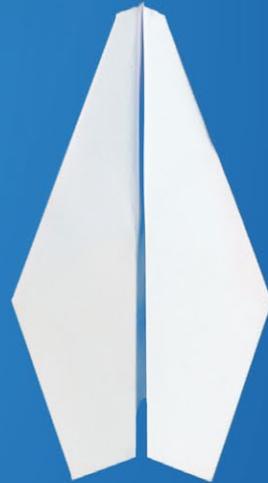
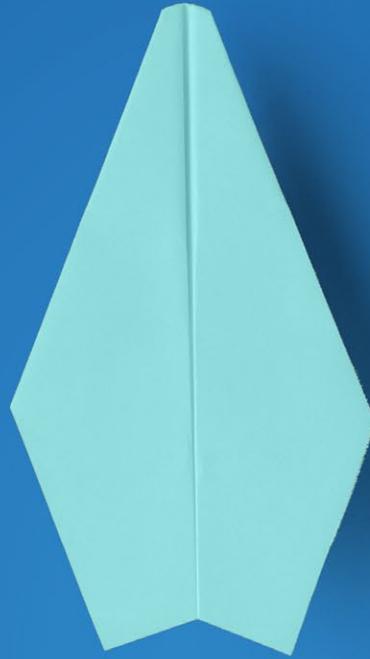


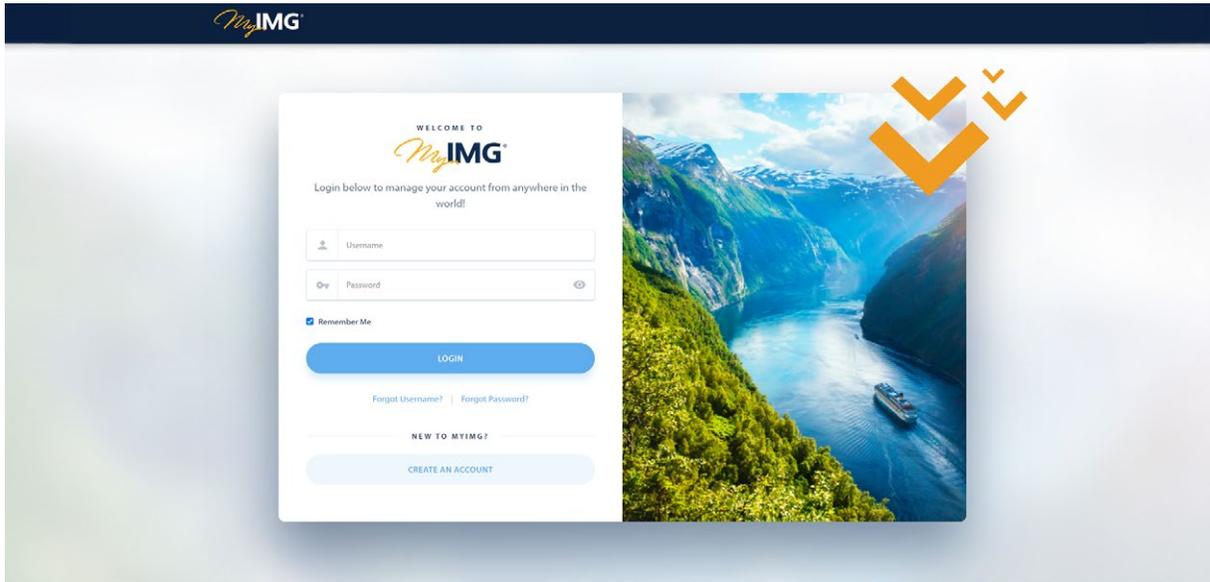
My **IMG**[®] GUIDE



WELCOME TO *My*IMG®

1 CREATE AN ACCOUNT

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 and/or first and last name (depending on what type of policy you have).

Create an Account

1 — 2 — 3
VERIFY ACCOUNT

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

Please select an option for verifying your account:

Certificate Number or Insured / Member ID Referral Code

FPLI123456789

Date of Birth * (MM/DD/YYYY)

01/01/1980

NEXT

Create an Account

✓ — 2 — 3
ACCOUNT VALIDATION

Please verify if the information related to your account below is correct. If so, please click 'Next' to continue.

If below is not correct, click 'Previous' and re-enter your information. You may also contact our Customer Care team for additional assistance.

Certificate Number	Insured Name	Insured ID
PPLI123456789	SAMPLE, SUSAN	12345678

< Previous NEXT

Create an Account

✓ — ✓ — 3
ACCOUNT SETUP

Please create a new username and password below which will be used to login to your account.

Create Username * Confirm Username *

testuser testuser

Create Password * Confirm Password *

..... ..

Email * Confirm Email *

.. ..

I have read and agree to IMG's Terms of Use Agreement *

I have read and agree to IMG's Privacy Policy *

< Previous FINISH



3 After your account has been created and you have logged in, you will be directed to the Overview page. This will display all Active/Upcoming & Expired policies that are on file. There are also Quick Links, FAQ's, as well as a My Services section which will display additional services that are directly related to your policy.

MyIMG Logged in as: DOE, JOHN | Logout

Overview | Manage Account | My Plans | Services | Claims | Payments | Documents | Help

Welcome, John!

Active / Upcoming (3) | Expired (1)

My Plan Information

Policy Name	Certificate Number	Effective Date	Status
Patriot International Lite	PAT184508991	Aug 1, 2024	Active
Patriot International Lite	PAT184509265	Jan 6, 2025	Upcoming
Patriot International Lite	PAT184509266	Mar 5, 2025	Upcoming

Quick Links

- Claims
- My Plan Documents
- My Profile
- Payments

Frequently Asked Questions

- + Do I need to carry my ID card with me at all times?
- + How do I find the appropriate doctor / facility when treatment is needed?
- + What is a direct billing provider, and should I use them for medical services?
- + Can I cancel my policy?
- + How do I submit a claim?

[View All FAQ's](#)

My Services

- Find a Provider**
Find qualified physicians and facilities all around the world.
- Precertification**
Needing medical treatment? You'll want to get precertified beforehand!

1 ACCESS PLAN DOCUMENTS (ID Cards, Certificate Wordings, Etc.)

You can access your ID cards and additional plan documents by selecting these links directly on your actual plan description or by selecting Documents from the main menu.

MyIMG
Logged in as: DOE, JOHN | Logout

Overview Manage Account My Plans Services Claims Payments Documents Help

Welcome, John!

My Plan Information Active / Upcoming (3) Expired (1)

Patriot International Lite
Certificate Number PATI184508991 Effective Date: Aug 1, 2024 Active

Primary Destination	Deductible	Policy Maximum	Optional Benefits
CANADA	\$0.00	\$100,000.00	--
Insured Name	Insured ID	Coverage Period	Additional Coverage
JOHN DOE	90343901	Aug 1, 2024 - Dec 18, 2024	--

[View ID Cards](#) [Plan Documents](#) [Request a Change](#)

2 Your documents will be grouped into two categories (Personal & Certificate Documents). Personal documents will include your Visa Letter, ID card, Declaration page, etc. You have the option to download or email each document type.

Personal Documents

Name	Description	Effective Date	Expiration Date	Actions
DOE, JOHN	Visa Letter	08/01/2024	12/18/2024	PDF Email
DOE, JOHN	ID Card	08/01/2024	12/18/2024	PDF Email
	Declaration Page	08/01/2024	12/18/2024	PDF Email

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

Certificate Documents

Description	Document Type	Actions
Patriot America Plus 23	Certificate Wordings - Medical	PDF
UHI Discount ID Card 13	ID Cards	PDF

1 POLICY CHANGE REQUESTS

If you need to make a change to either an active or upcoming policy, you can select "Request a Change" under the My Plans main menu or directly on your plan summary.

The screenshot shows the MyIMG user interface. At the top, there is a navigation bar with the following items: Overview, Manage Account, My Plans, Services, Claims, Payments, and Document. Below the navigation bar, the user is greeted with "Welcome, John!". A dropdown menu is open under "My Plans", with "Request a Change" highlighted in a red box. Below the greeting, there is a "My Plan Information" section for "Patriot International Lite" (Certificate Number: PATI184508991). The plan is currently "Active". The effective date is "Aug 1, 2024". Below this, there is a table of plan details:

Primary Destination	Deductible	Policy Maximum	Optional Benefits
CANADA	\$0.00	\$100,000.00	--
Insured Name	Insured ID	Coverage Period	Additional Coverage
JOHN DOE	90343901	Aug 1, 2024 - Dec 18, 2024	--

At the bottom of the plan information section, there are links for "View ID Cards" and "Plan Documents", and a "Request a Change" button highlighted in a red box.

2 You can then choose which type of change needs to be made. Depending on what type of policy you have, you can edit your coverage dates, cancel your policy, update insured information (name, DOB, etc.), modify trip costs, etc.

The screenshot shows the "Request a Change" form for the "Patriot International Lite" policy (Certificate Number: PATI184508991). The form is titled "Request a Change" and has a "1 Change Reason" section. The main question is "Ok! What change would you like to make?". There are four options available:

- Edit Coverage Dates**: Modify your coverage start and end dates.
- Cancel Coverage**: Cancel a portion or your entire coverage.
- Update Insured Information**: Modify contact info, name, date of birth, etc.
- Something Else**: Edit trip details, coverage changes, etc.

At the bottom of the form, there is a "NEXT" button.

1 CLAIMS *(submitting and viewing)*

To submit a new claim, click "Claims" on the main menu and then choose "Submit a Claim."

If you have more than one policy on file, you will first be asked to select which policy you are submitting a claim for. Otherwise, you'll be automatically directed to the "What's Needed" step.

Getting Started

Which policy are you submitting a claim for?

Active / Upcoming (3)

Expired (1)



Patriot International Lite

Certificate Number: PATI184508991

Destination

CANADA

Effective Date

Aug 1, 2024



Patriot International Lite

Certificate Number: PATI184509265

Destination

FIJI

Effective Date

Jan 6, 2025



Patriot International Lite

Certificate Number: PATI184509266

Destination

ARGENTINA

Effective Date

Mar 5, 2025

NEXT



What you will need

i Before proceeding, please gather all necessary documentation and details to support your claim for reimbursement. These will be required on the next steps and will help expedite your claim.



Expenses

Make sure you total all claimed expenses including any refunds or credits you have or may be receiving. This is also a good time to review your [policy wording](#) to verify if these will be covered under your plan.



Documents

The more documentation the better! You should retrieve ALL items related to your claim by taking photos, screenshots, etc. These would include any receipts, statements, confirmation emails, or reports to help validate your claim.



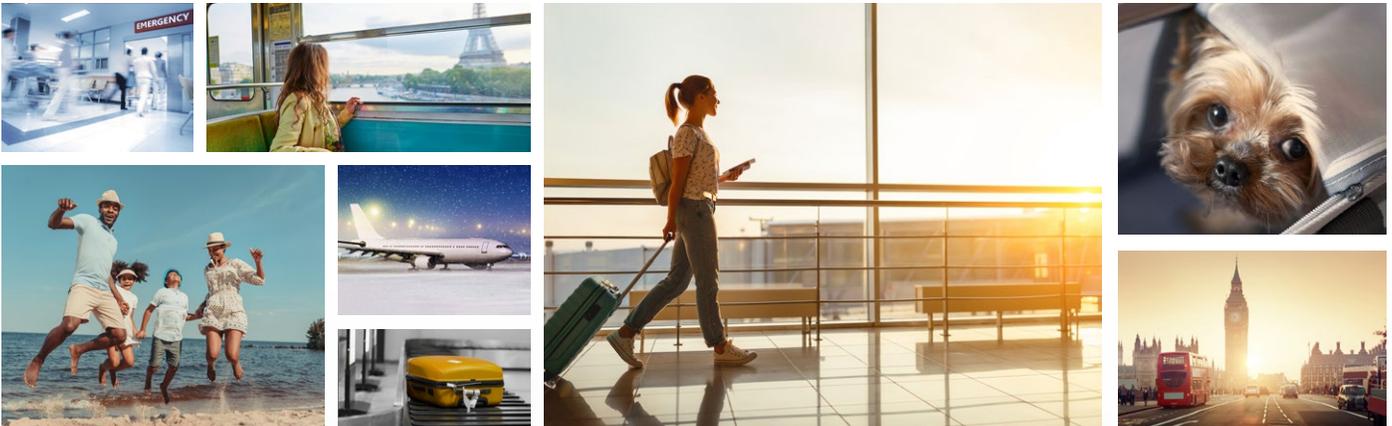
A Few Minutes

Filing your claim should only take a few minutes. But just in case it takes longer, go ahead and have a cup of coffee or your favorite beverage on hand! Our customer care team will also be available if you have additional questions.

Ready to start your claim?

[< Previous](#)

[YES, START MY CLAIM](#)



Depending on your policy, you will either be taken down the medical claims path or trip cancellation / interruption path. Each claim will be tailored to your specific policy as well as your reason for submitting the claim.

1 Reason

What is your reason for submitting this claim?

i If you need to submit for multiple reasons, a separate claim will be required for each.

Medical Dental

Vision Trip Issue - Delay / Interruption /
Baggage

NEXT

1 Reason

What is your reason for submitting this claim?

My trip was cancelled Something happened during my trip

NEXT

4

Once your claim has been submitted, you will receive additional notifications regarding the status of your claim. IMG will work through your claim submission as quickly and accurately as possible.

To view existing claims, click "Claims" on the main menu and then choose "My Claims."

MyIMG

Logged in as: DOE, JOHN | Logout

Overview Manage Account My Plans Services **Claims** Payments Documents Help

Welcome, John!

My Plan Information

Patriot International Lite
Certificate Number: PAT184508991

Effective Date: Aug 1, 2024 Active

Primary Destination: CANADA Deductible: \$0.00 Policy Maximum: \$100,000.00 Optional Benefits: --

Insured Name: JOHN DOE Insured ID: 90343901 Coverage Period: Aug 1, 2024 - Dec 18, 2024 Additional Coverage: --

View ID Cards | Plan Documents Request a Change

Quick Links

Claims My Plan Documents My Profile Payments

5

If you have trip cancellation / interruption claims on file, you will be taken to the following claim summary page which will allow you to view additional details regarding your claim status.

6 Claims Found SUBMIT NEW CLAIM

Claim Number	Certificate Number	Date of Incident	Date Submitted	Claim Reason	Claim Status	Total Claimed
123454	TCSE123456789	Apr 28, 2023	Apr 30, 2023	Travel Delay	Processing	\$350.00 Claim Details
123455	TCSE123456789	Mar 28, 2023	Mar 30, 2023	Belongings or Baggage	Processing	\$350.00 Claim Details
123456	TCSE123456789	Jan 28, 2023	Jan 30, 2023	Travel Delay	Additional Info Needed	\$350.00 Claim Details
123453	TCSE123456788	Dec 28, 2022	Dec 30, 2022	Cancellation	Processed - Payment Released	\$350.00 Claim Details
123452	TCSE123456788	Dec 28, 2022	Dec 30, 2022	Belongings or Baggage	Processed - Denied	\$350.00 Claim Details
123451	TCSE123456787	Jul 28, 2022	Jul 30, 2022	Travel Delay	Closed	\$350.00 Claim Details

6

If you have medical claims on file, you will be taken to the following claim summary page which will allow you to view additional details regarding your claim status.

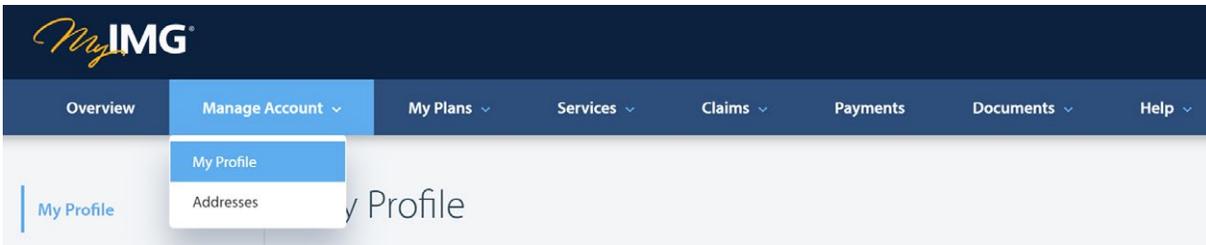
4 Record(s) Found

Claim Number	Claim Ref #	Claim Status	Date Of Service	Date Processed	Coverage Type	Total Charged	Total Covered	Patient Portion	
123456789012	12345678	ADDITIONAL INFORMATION NEEDED	04/30/2024	05/10/2024	MEDICAL	596.00 USD	0.00 USD	596.00 USD	View Details
123456789013	12345679	PROCESSED	07/27/2023	09/22/2023	MEDICAL	104.00 USD	35.65 USD	3.56 USD	View Details
123456789014	12345677	PROCESSED	11/15/2022	12/01/2022	MEDICAL	146.00 USD	59.52 USD	16.50 USD	View Details
123456789015	12345676	PROCESSED	11/10/2022	11/30/2022	MEDICAL	241.00 USD	88.28 USD	88.28 USD	View Details

1

MANAGE ACCOUNT

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



You will then have the option to update each as needed. Please note that if you change your username or password, you will automatically be logged out and asked to log back in with your new credentials.

BE there.



COVERAGE WITHOUT BOUNDARIES®

My Profile

Manage Username

Current Username

DOE, JOHN

New Username *

Confirm Username *

[? Username Rules](#)

UPDATE USERNAME

Manage Password

Current Password *

New Password *

Confirm New Password *

[? Password Rules](#)

UPDATE PASSWORD

Manage Email Address

Current Email Address

sample@imglobal.com

New Email Address *

Confirm Email Address *

UPDATE EMAIL ADDRESS

To manage your addresses, you may either update any existing addresses that are on file or add additional addresses as needed.

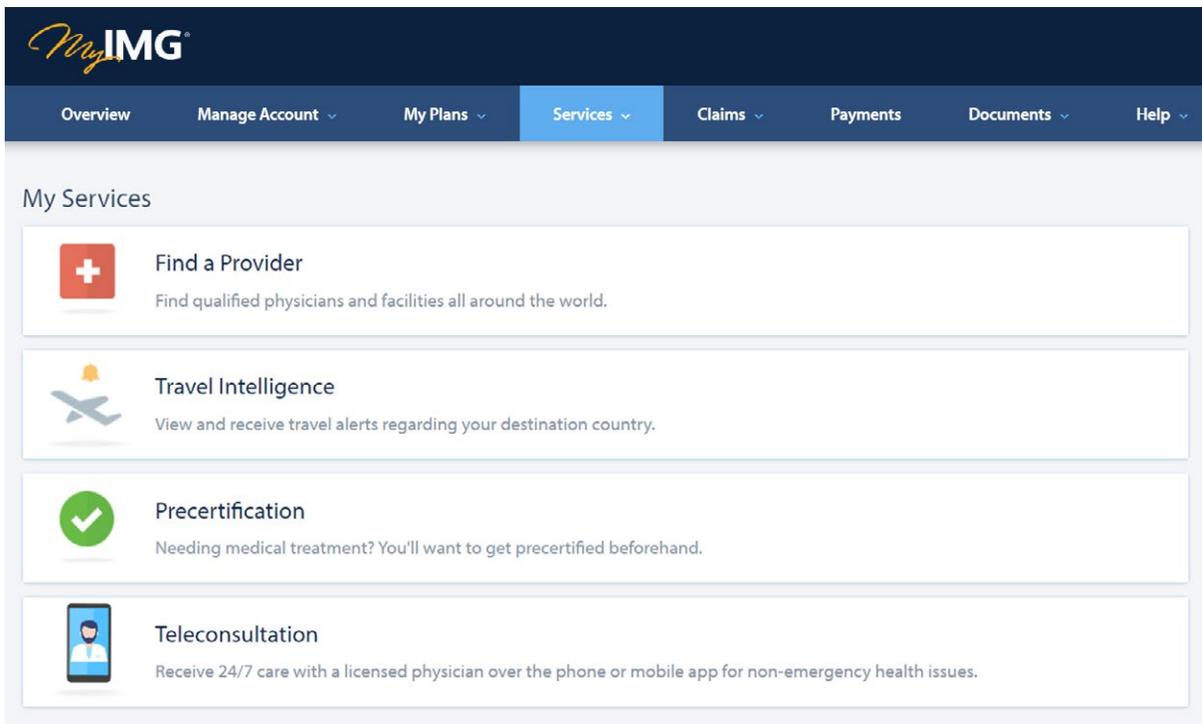
Saved Addresses

Type	Address	Phone	
BILLING	123 THE STREET, USA, IN 00000	5551234	Edit

[+ Add Another Address](#)

1 — ADDITIONAL SERVICES

Depending on your policy, you may be offered additional services that are either automatically included in your plan or as an optional add-on. These will be listed under the “Services” dropdown or under “My Services” on the home page.



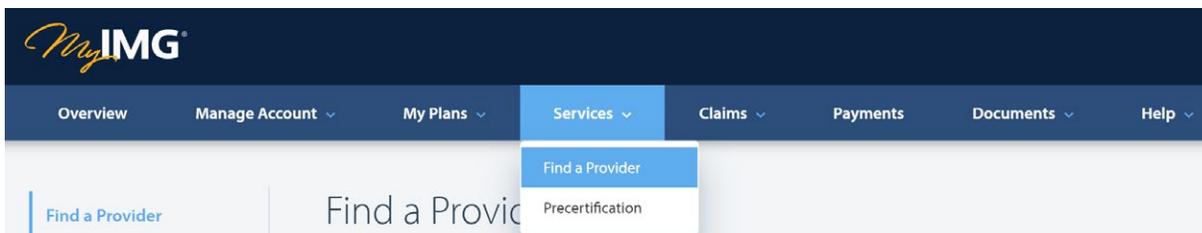
The screenshot shows the MyIMG website interface. At the top is a dark blue navigation bar with the MyIMG logo on the left and several menu items: Overview, Manage Account, My Plans, Services (highlighted in blue), Claims, Payments, Documents, and Help. Below the navigation bar is a section titled "My Services" which contains four service cards:

- Find a Provider**: Represented by a red cross icon. Description: "Find qualified physicians and facilities all around the world."
- Travel Intelligence**: Represented by an airplane icon with a bell. Description: "View and receive travel alerts regarding your destination country."
- Precertification**: Represented by a green checkmark icon. Description: "Needing medical treatment? You'll want to get precertified beforehand."
- Teleconsultation**: Represented by a smartphone icon showing a doctor. Description: "Receive 24/7 care with a licensed physician over the phone or mobile app for non-emergency health issues."

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

1 — FIND A PROVIDER

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



The screenshot shows the MyIMG website interface with the "Services" dropdown menu open. The navigation bar is the same as in the previous screenshot. The "Services" dropdown menu is open, showing two options: "Find a Provider" (highlighted in blue) and "Precertification". Below the navigation bar, the text "Find a Provider" is visible in the main content area.

Inside the USA

PPO Network, In-network discount may apply.

Refer to your ID card for appropriate network.

When seeking treatment in the U.S., you may reduce your out-of-pocket costs by using an independent Preferred Provider Organization (PPO), a separately organized network of hundreds of thousands established, highly qualified medical practitioners and many well-recognized hospitals in the U.S. contracted by IMG. Please refer to your ID card on which PPO network to use. The PPO directory is updated on a routine basis; however, changes may be made between updates. To ensure that the physician you have selected is in the network, please contact the physician's office to confirm his or her participation.

To get the best results from your search, please enter as many criteria as possible. The more fields that have entries, the narrower your results will be. If you cannot find a provider in your city or county, please [contact](#) IMG's Customer Care department.

[Search UnitedHealthcare PPO](#)

[Search First Health PPO](#)

Outside the USA

If you are needing treatment outside of the USA, IMG's proprietary International Provider AccessSM (IPA) database of more than 45,000 accomplished physicians and facilities allows you to access quality care worldwide. The IPA search tool will identify doctors / providers with direct billing, which means they will handle direct payment of eligible medical expenses on your behalf. Depending on your benefits, utilization of direct billing providers may decrease your out of pocket expenses for certain inpatient procedures.

For more details on the claims process, visit the [Claims Center](#). To submit a new claim, [click here](#).

[Search International Doctors / Providers](#)

International Provider Search (Outside the USA)

IMG has an international network of more than 45,000 accomplished physicians and facilities. When accessing this link, your geolocation will automatically be used to determine which providers are available. You also have the ability to search any city or country to get a better understanding on where you should receive treatment. It is preferred that you select a "Direct Billing Provider" as they will handle all claims administration on your behalf.

São Paulo, State of São Paulo, Brazil

Search

Search for a facility, physician or dentist anywhere in the world using our International Provider Access (IPA) database.

- Enter the city and/or country in the search field above to find a provider in a specific area.
- For more information on a specific provider, click on the name of the facility, physician or dentist listed.
- Providers with a star have direct billing arrangements with IMG and will handle all claims and billing automatically.

Facility Physician Dentist

Alta Excelencia Diagnostica - Check Up
General Practice Clinic
★ Direct Billing Provider

Biovinci - Clinica Do Movimento - Fisioterapia
Multi-Specialty Clinic
★ Direct Billing Provider

Cetene
Hemodialysis Center
★ Direct Billing Provider

Cetene Rua Peixoto
Hemodialysis Center
★ Direct Billing Provider

Clinica Neurologica Dr. Alexandre Jose Reis Elias
Multi-Specialty Clinic
★ Direct Billing Provider

Clinica Oncostar Rede D'Or
Multi-Specialty Clinic
★ Direct Billing Provider

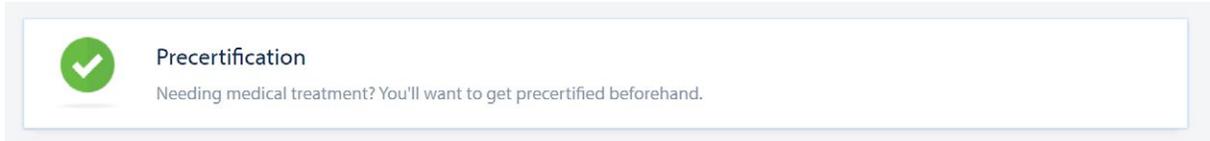
Clinonco
Multi-Specialty Clinic
★ Direct Billing Provider

Alta Excelencia Diagnostica - Check Up
General Practice Clinic
★ Direct Billing Provider
Phone: 551130035554
[Directions](#) [More Info](#)

1

PRECERTIFICATION

If you have a medical policy, a Precertification option will display. 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, please select this option to initiate the precertification request.

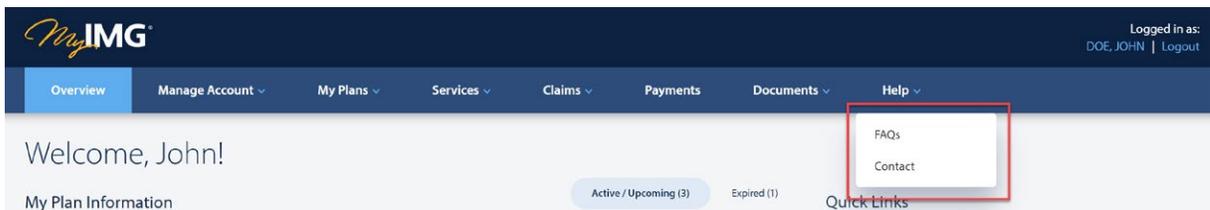


Precertification
Needing medical treatment? You'll want to get precertified beforehand.

1

HELP

For additional questions, you can access our FAQ section, send us an inquiry using our Contact page, or chat with us directly using the live chat feature.



MyIMG
Logged in as: DOE, JOHN | Logout

Overview Manage Account My Plans Services Claims Payments Documents Help

Welcome, John!

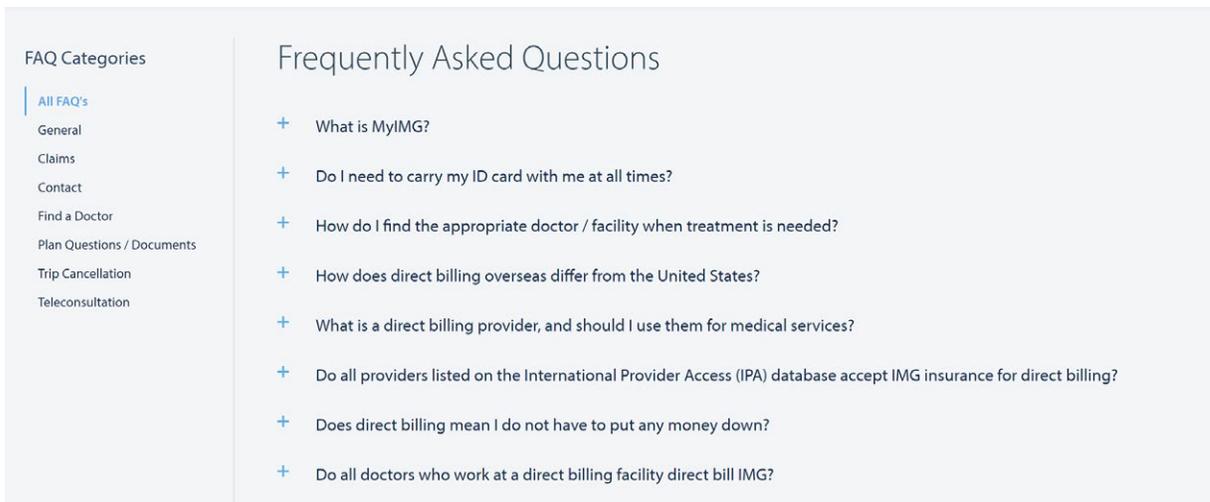
My Plan Information Active / Upcoming (3) Expired (1) Quick Links

FAQs
Contact

2

FAQ's

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



FAQ Categories

- All FAQ's
- General
- Claims
- Contact
- Find a Doctor
- Plan Questions / Documents
- Trip Cancellation
- Teleconsultation

Frequently Asked Questions

- + What is MyIMG?
- + Do I need to carry my ID card with me at all times?
- + How do I find the appropriate doctor / facility when treatment is needed?
- + How does direct billing overseas differ from the United States?
- + What is a direct billing provider, and should I use them for medical services?
- + Do all providers listed on the International Provider Access (IPA) database accept IMG insurance for direct billing?
- + Does direct billing mean I do not have to put any money down?
- + Do all doctors who work at a direct billing facility direct bill IMG?

3

Contact Us

If you need additional assistance or have any questions, you may contact us by phone, email, fax or by using our contact form.



Customer Care

USA & Canada: +1 (800) 628-4664
Worldwide: +1 (317) 655-4500
Fax: +1 (317) 655-4505
Email: customercare@imglobal.com



Emergency Assistance

Worldwide: +1 (317) 655-4500



Claims Support

USA & Canada: +1 (800) 628-4664
Worldwide: +1 (317) 655-4500
Fax: +1 (317) 655-4505
Email: customercare@imglobal.com



Headquarters

9200 Keystone Crossing
Suite 800
Indianapolis, IN USA 46240



Claims

International Medical Group
Claims Department
PO Box 240429
Apple Valley, MN 55124



Everything Else

International Medical Group
PO Box 88509
Indianapolis, IN 46208-0509

Send a Message

If you need to send personal information such as medical records, payment information, etc., please use our [Secure Message Center](#).

Nature of Inquiry

Plan / Benefit Questions

Name

--

Email

--

Phone

--

Insured ID

--

Message

--

SUBMIT

4

Live Chat

You may also contact us via live chat by clicking the chat icon at the bottom right hand side of the page.





Hi! Welcome to IMG support. Before we get started, please provide your name below.

What's your name?*

Begin Conversation



Need more help? Our Member Care Specialists are here for you 24-hours a day, seven days a week.

Live Chat with us through our website: www.imglobal.com
Email us: Insurance@imglobal.com
Call us: +1.317.655.4500

