








PIBT Freedom is committed to providing you and your family with the right tools to help you manage health care costs and improve your well-being.

Mon. - Thurs. 8:30 am - 5 pm, Fri. 8:30 am - 4 pm PST
 P: 323.728.9500 or 800.449.4898 | email: pibt@pibt.org

Resource	Detail	Purpose	Website/Email Address	Contact Information
 (Formerly GPA & ELAP)	Member services assistance	<ul style="list-style-type: none"> • Benefits • Provider search • ID cards • Claim issues • Balance Bill issues 	Member Services: myplan@imagine360.com Balance Bills: balancebills@imagine360.com	P: 800.827.7223 F: 972.238.7900 Mon. - Thurs. 7 am - 9 pm CST P: 800.827.7223 F: 972.238.7900 Fri. 7 am - 7 pm CST
	Virtual care at \$0 copay out of pocket in most cases.	Virtual care with medical professionals from wherever you are 24/7.	www.ucmdigitalhealth.com	P: 844.484.7362
 Keep It Simple Imaging	Imaging services for little to no cost out of pocket with most plans.	Provides you assistance when an MRI, CT, or Pet Scan is prescribed.	kisimaging@getkisx.com	P: 888.458.8746 Mon. - Fri. 8:30 am - 6 pm EST
	Pharmacy management	Handles the process for all covered prescription drugs. Present your card to get your prescription filled. RX BIN: 017449 RX PCN: 6792000 RxGrp: PRXGPA	www.magellanrx.com	Help Desk P: 800.424.0472 Available 24/7
	A team of dedicated healthcare professionals who we have partnered with to reduce the cost of your high dollar prescription drugs.	Advocates on your behalf with drug manufacturers to lower the cost of your prescription drugs. Often members end up paying nothing out of pocket once admitted into the program.	customerservice@payermatrix.com	P: 877.305.6202 Mon. - Fri. 9 am - 5:30 pm EST