



# Welcome ABC Imaging Employees

ABC Imaging of Washington DC selected Continental Benefits to provide your health insurance benefits administration. We are excited about this partnership. Below you will find information and instructions for accessing resources available to benefit members of ABC Imaging  
**Effective date: 12/1/2018.**

**All benefits listed below will be available on December 1, 2018**



## Services

- Customer Service
- Medical Claims Administration
- Benefit & Claims Questions

## Contact & Web Access

844-657-0900

[www.ContinentalBenefits.com](http://www.ContinentalBenefits.com)

**Searching for a provider:** If you wish to search for a provider go to [www.continentalbenefits.com](http://www.continentalbenefits.com), click on the “Members” tab, scroll down to “Look Up Network Providers”, select the ‘Aetna PPO Network’ then follow through the search criteria.



## Services

- Pharmacy Benefits
- Mail Order Service
- Pharmacy Locator
- Mobile device services

## Contact & Web Access

Members:844-406-5099

Providers:844-406-5099

[www.envolveRx.com](http://www.envolveRx.com)

Download App from website



## Services

- Virtual Care
- Access to Doctor 24/7
- Mobile device services

## Contact & Web Access

1-888-201-9458

[www.mdlive.com](http://www.mdlive.com)

Download Mobile App from website

## Important Information:

- Continental Benefits is responsible for Medical benefits questions and claims processing. Aetna is providing access to their network as well as pre-authorization of services; however, Aetna does not process your claims. If you contact Aetna customer service with claims questions, you will not show in their system. **Please direct these calls to Continental Benefits.**
- Once you receive your new identification card, please make sure to update your pharmacy and physician’s office with a copy of the new card.

Continental Benefits – 5701 East Hillsborough Ave; Suite 1417 Tampa, FL 33610– [www.ContinentalBenefits.com](http://www.ContinentalBenefits.com)

**We Invite You to Expect More.**

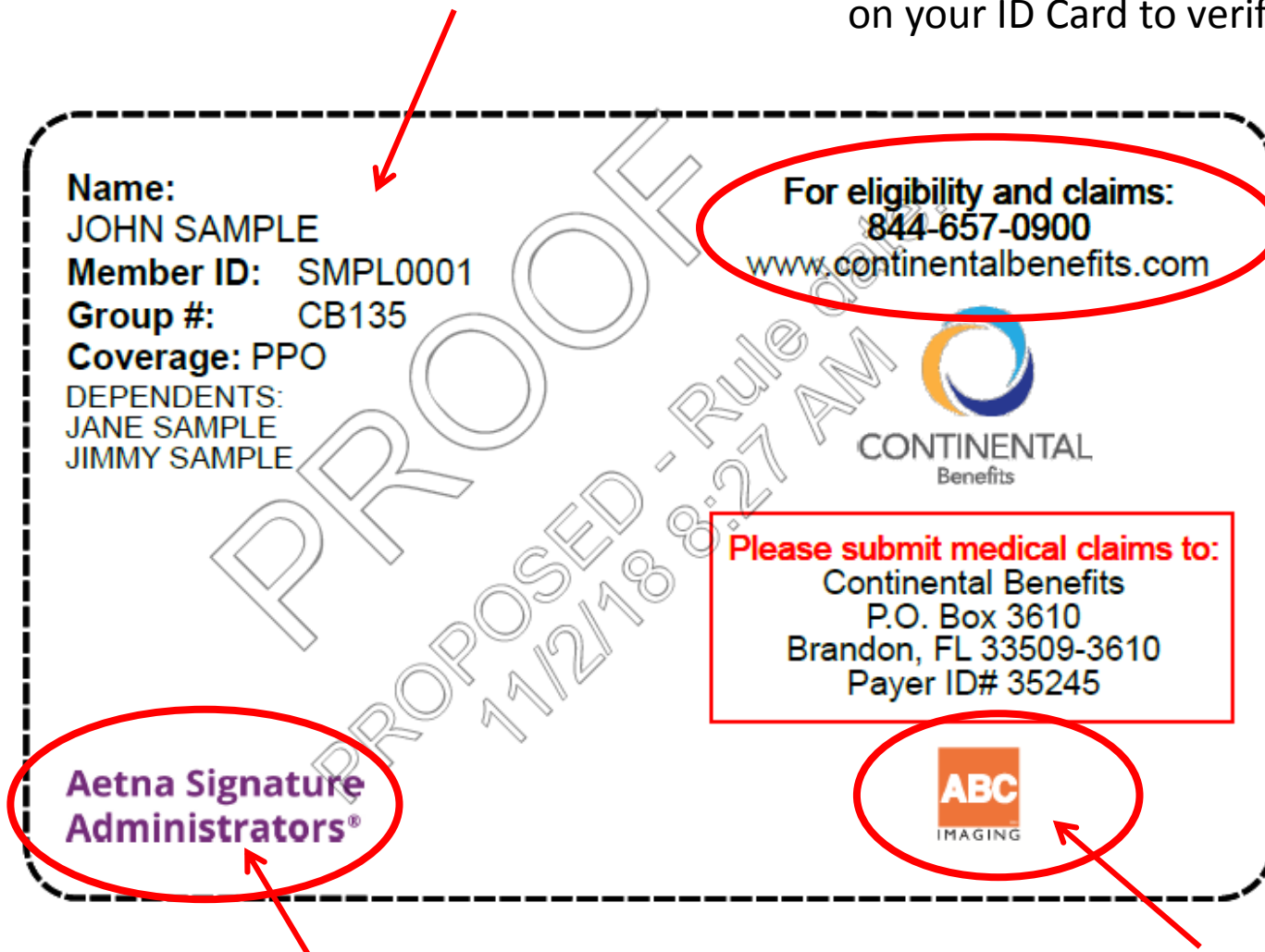


Below is a sample of your ABC Imaging ID Card.  
You and your doctors should be contacting Continental Benefits for all benefits questions, and to confirm eligibility for you and your dependents.

## ABC Imaging Plan – ID Card Sample & Important Information

The Member section of the ID Card provides Member name, Member ID, Group Number, and Coverage.

Continental Benefits is responsible for benefit questions and claims processing. Let your providers know they need to call the number on your ID Card to verify you have benefits!



Your pharmacy benefits provider will appear on the back of your ID Card.

Aetna PPO network is where you need to look for providers. You can search for Aetna providers from the Continental Benefits website\*.

ABC Imaging logo will appear in the lower right hand corner of the ID Card.

### \*Contact Continental Benefits

➡ Website: [www.continentalbenefits.com](http://www.continentalbenefits.com)

➡ Toll Free Phone #: 844.657.0900

We Invite You to Expect More.