



Understanding YOUR Global Health Plan



Dear Kids Alive Missionaries,

Hi, my name is Craig Robinson and I am the Managing General Agent and Owner of Insurance Consultants International. On behalf of my staff, I want to thank you for the opportunity to serve your insurance needs.

As your new agent for the **Kids Alive Mission+ Group Health Plan**, I will be helping you understand what your global health plan is all about and how you can use it to benefit you the most.

In the coming days I will send out brief summaries on the following topics:

- 1) **MyIMG** - how to use your client portal for information
- 2) **Benefits and Deductibles** - under the new plan starting January 1, 2017
- 3) **Claims** - the easiest way to file
- 4) **Mail Order Pharmacy** - how to get prescriptions delivered to your front door
- 5) **Overseas Incentives and Medical Concierge**
- 6) **Wellness and Medical Benefits**
- 7) **Life Insurance**

Your main point of contact at IMG:

Customer Care Department: 800-628-4664 or 317-655-4500 (collect if needed)
email: customercare@imglobal.com



A wealth of information can also be found at <http://www.imglobal.com/en/client-resources.aspx>

Feel free to contact Melissa or me:

Craig Robinson—Managing General Agent

719-573-9080 ext. 101

Skype- craig.robinson-ici

Craig@missiontripinsurance.com or Craig@globalhealthinsurance.com

Contact Craig with any insurance questions on benefits or additional coverage



Melissa Hinckfoot—Client Relations

719-573-9080 ext. 104

Skype- melissa.hinckfoot

melissa@missiontripinsurance.com or

melissa@globalhealthinsurance.com

Contact Melissa with any claims, refunds, administration issues, or general insurance questions



Thanks again for the opportunity to serve you!