



# EXCHANGE IMPERIAL PROVIDER NEWSLETTER



**SUMMER/FALL  
2024**

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## MISSION

*Deliver valuable care so our members are healthy in body, mind, and spirit to achieve their inherent potential.*

## VISION

*Deliver value-based care that is clinically effective, sustainable, and achieves exceptional outcomes.*

# WELCOME TO OUR EXCHANGE NEWSLETTER!

Message from Dr. Muthukumar Vaidyaraman,  
MD MBA FACHE, Chief Medical Officer

Hi there,

We hope you are doing well. In this newsletter, we have some exciting updates and helpful tips to share with your patients. As a quality focused organization, we are excited to inform you of our decision to seek full accreditation from NCQA for Health Plan product.

Actively seek out and close quality gaps identified by the HEDIS. Our Quality and Provider network teams stand ready to guide those who need additional resources. Alternately, you may find the Quality rating system (QRS) measure set for 2025 from the CMS link <https://www.cms.gov/files/document/2025-quality-rating-system-measure-technical-specifications.pdf>

## Encourage your patients to take care of their Health (both Physical and Mental)

It's important to take good care of yourself and your patients. Here are a few simple tips:

- ☑ Stay Hydrated: Drink plenty of water every day (unless your doctor has asked you to restrict water intake because of a specific medical condition).
- ☑ Eat Healthy: Try to eat a balanced diet. This helps keep your body strong.
- ☑ Exercise Regularly: Even a little bit of exercise can make a big difference. Try to move around every day. Aim for at least 4,000 steps each day towards a goal of 7,000 steps at any pace (unless your doctor has instructed you not to walk).

## Interactive Population Health Management (PHM) Programs

Population health means looking at the health of everyone in our community and finding ways to help everyone stay healthy. At Imperial Health, we focus on improving the health of all our members, not just treating illnesses. We consider factors like socioeconomic status, race, ethnicity, and social networks, which can all impact health. Our goal is to provide high-quality care that meets everyone's needs.

Since 2023, Imperial Health has been running Interactive Population Health Management (PHM) programs for both Medicare and Exchange members. These programs help us understand and address the unique health needs of our community. Our PHM programs may include, but are not limited to:

- ☑ Case Management Program
- ☑ Diabetes Management Program
- ☑ Medication Therapy Management Program
- ☑ Cardiovascular Disease Management Program
- ☑ Flu Vaccine Program

**Important Screenings and Preventive Services**

We encourage you to take advantage of the preventive services recommended by the US Preventive Services Task Force (USPSTF). These services have received a Grade A or B, which means they are highly beneficial for your health. The best part is that these screenings do not require prior authorization – just an order from any licensed qualified provider. To learn more about these services and how they can help you, visit the USPSTF recommendations page [here](#).



**Simple Additional Reminders**



***Suicide Prevention***

Your mental health is just as important as your physical health. If you or someone you know is in crisis, help is available. You can talk to someone now by visiting 988 Suicide & Crisis Lifeline.

***New Services Available***

We have some new services to make it easier for you to get the care you need:

- ☒ **Virtual Doctor Visits:** You can now talk to your doctor online. It’s a safe and easy way to get medical advice without leaving your home.
- ☒ **Health Programs:** We are offering new health programs to help you stay healthy. Check out our website for more details.

**We Are Here for You**

Remember, we are always here to help you. If you have any questions or need support, don’t hesitate to contact us to support your practice to provide the highest quality care for our members.

**Supporting Your Patients & Practice!**

Here’s how we work together to provide quality care.

- ☒ **Complex Care:** Assisting patients with complex needs? We offer a dedicated Complex Case Management program. Learn more about referrals at Complex Case Management, [www.imperialhealthplan.com](http://www.imperialhealthplan.com). Ph#:1-626-655-8820.
- ☒ **Utilization Management:** Access up-to-date Utilization Management (UM) criteria to ensure appropriate care. Visit UM Criteria, [www.imperialhealthplan.com](http://www.imperialhealthplan.com) and for detailed procedures, go to UM Procedures, [www.imperialhealthplan.com](http://www.imperialhealthplan.com)

Here’s how we work together to provide quality care.

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Take care and stay healthy!  
Best wishes,

Dr. Muthukumar Vaidyaraman,  
MD MBA FACHE, Chief Medical Officer



# MESSAGE FROM OUR PHARMACY DEPARTMENT

Dear Healthcare Providers,

As we gear up for another busy flu season, our Imperial Pharmacy Service Department is committed to supporting you with the latest information and resources. In this edition, we focus on the timely topic of flu vaccinations and provide important updates about our formulary to ensure you have the tools you need for optimal patient care.

## Flu Shot Season: August Is the Time to Act

The flu season is just around the corner, and August is the perfect time to start encouraging patients to get their flu shots. The influenza virus can lead to severe illness including pneumonia, especially in high-risk groups such as the elderly, young children, pregnant women, and individuals with chronic health conditions such as asthma, diabetes and heart disease.

According to the Centers for Disease Control and Prevention (CDC), the best way to prevent the flu is by getting vaccinated each year. Flu vaccines are recommended for everyone 6 months of age and older.

By getting vaccinated in August, patients can ensure they have ample time to build immunity before the flu virus starts circulating widely. Remind your patients that the flu shot is safe, effective, and can be administered conveniently during a regular office or pharmacy visit empowering you to provide efficient care.

## Explore Our Comprehensive Formulary

Our health plan offers a comprehensive formulary designed to provide access to a wide range of medications so that our members receive the most appropriate and cost-effective treatments available. The formulary is regularly updated to include new drugs and to reflect the latest evidence-based guidelines. Providers can easily search our formulary for detailed information about drug coverage and preferred alternatives. For quick access and to explore the complete list of covered medications, visit our formulary search tool at <https://client.formularynavigator.com/Search.aspx?siteCode=5216569055>. Our team is a small but mighty group of specially trained Pharmacists, Pharmacy Technicians, and Pharmacy Concierges. We are experts in pharmacy benefits, formulary, coverage determinations, appeals, and more. We hope that by collaborating, we can help optimize the health of our members. Thank you for your continued dedication to providing high-quality care to our members. Together, we can ensure a healthier future for our communities!

Give us a call, fax, or email. It is our pleasure to assist you. Phone (626) 788-0178

Fax (626) 689-4232

Pharmacy@imperialhealthplan.com



# ALLERGY SEASON SYMPTOMS & TREATMENTS

*Be sure to discuss allergy symptoms and available treatments with your patients this allergy season.*



## Seasonal Allergy Symptoms

The allergy symptoms you will experience in California will vary based on the severity of your allergies and the time of year you are in California.

Symptoms you might experience in California include:

- Stuffy nose
- Itchy and watery eyes
- Congestion
- Headaches
- Sneezing
- Brain fog
- Post-nasal drip
- Aggravated asthma symptoms

## Limit Exposure

An effective method of decreasing your symptoms is limiting your exposure to the allergens that are triggering your allergies. While pollen can be difficult to avoid, there are ways that you can decrease your exposure to pollen in California.

- **Check daily pollen count:** Keep an eye on pollen levels to see how high they are in California for the day. If it's a high pollen count, try limiting your time outside that day. Pollen tends to be at its highest in the morning and afternoon in California. Evening hours will be the best time to go outside during the California allergy season.
- **Trim trees, mow the lawn, and pull weeds:** By keeping tree branches trimmed, grass short, and your lawn free of weeds, you can reduce the pollen that will be released directly around your home in California.
- **Wear a mask outdoors:** Wearing a dust mask when you go outside in California can help prevent pollen from getting in your airways.
- **Clean regularly:** Pollen is a very sticky substance, meaning it'll get in your home and on you and your clothes. Be sure to clean your house and do laundry frequently. Also, make sure to shower after being outdoors to wash off any pollen.
- **Keep windows closed:** Opening your windows will allow for more pollen to get into your home. If you can, keep your windows closed and run your A/C instead for the duration of the allergy season in California.
- **Install a HEPA filter:** Installing a HEPA filter on your A/C can help reduce the pollen levels circulating in your home.

## Medications

Over-the-counter (OTC) medications are widely available in California, and they provide short-term relief from your allergy symptoms. If you find that antihistamines, nasal sprays, and eye drops don't provide enough relief from your seasonal allergies, you can look into allergy treatments that will provide long-term relief instead of just masking your symptoms.

The months that are typically worse for allergies vary depending on the location and specific allergens involved. In general, spring and fall tend to be the peak seasons for allergies in many regions of the United States.

During spring, especially from March through May, tree pollen is a common trigger for allergies. As trees bloom and release pollen into the air, people with allergies may experience symptoms such as sneezing, itchy eyes, and congestion.

Grass pollen can become an issue during late spring and early summer, further exacerbating allergy symptoms for some individuals.

In the fall, ragweed pollen is a major culprit for seasonal allergies. Ragweed plants release large amounts of pollen from August to November, depending on the location.



Health Observances Raise Awareness for a variety of conditions and serve as educational opportunity for consumers to gain knowledge and skills to better understand and gain control of their health. Imperial joins our provider network in the work for maintaining and growing a Healthier Population.



## Good Care Month 2024

*July 1 - July 31*

<https://www.awarenessdays.com/awareness-days-calendar/good-care-month-2024/>

## National Immunization Awareness Month 2024

*August 1 - August 31*

<https://www.awarenessdays.com/awareness-days-calendar/national-immunization-awareness-month-2024/>

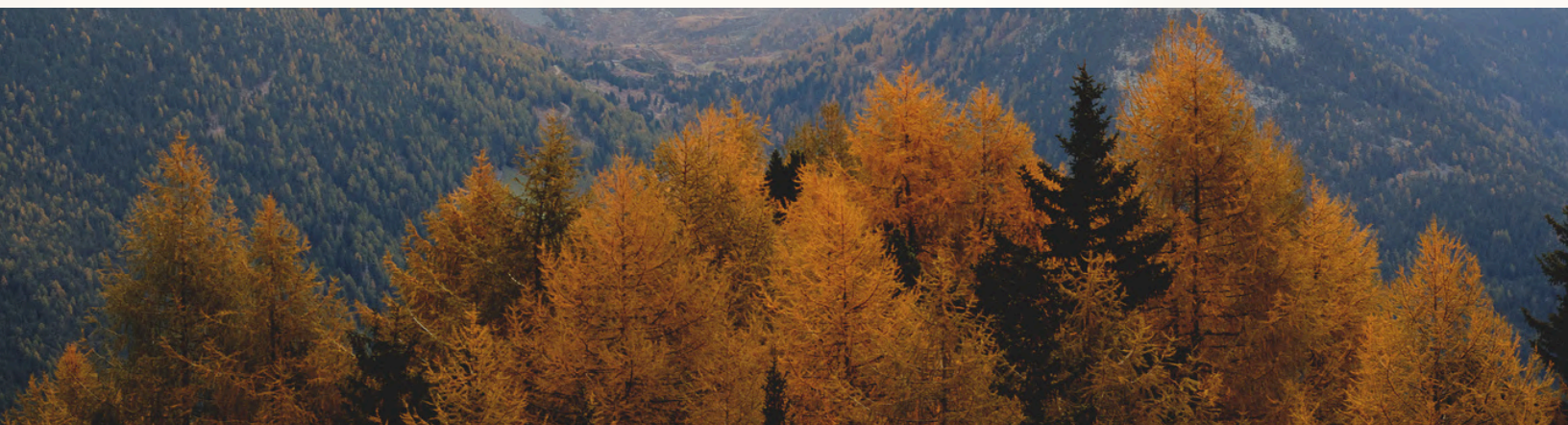
## World Alzheimer's Month 2024

*September 1 - September 30*

## What is Childhood Cancer Awareness Month / A Month Of Movement 2024?

*September 1 - September 30*

<https://www.awarenessdays.com/awareness-days-calendar/childhood-cancer-awareness-month-a-month-of-movement-2024/>



# PEDIATRIC DENTAL



- Offered on all Imperial plans.

- Member Portal with a dashboard, dentist finder, cost estimator offered by a new dental vendor, Delta Dental for 2024.

- Mobile Application available hosted by Delta Dental..

*Please ensure your Dental provider accepts Delta Dental Insurance.*





# PEDIATRIC VISION

vsp.  
vision care

- Access to strong provider network.

- Freedom to choose your doctor and eyewear.



# MAINTAIN YOUR ONLINE PROVIDER DIRECTORY INFORMATION

Maintaining your online provider directory information is essential for consumers and healthcare partners to connect with you when needed. Please review your information frequently and let us know if any of your information we show in our online directory has changed.

Submit updates and corrections to your online directory information by using our [Provider Information Change Request Form](#), located on our [Provider website under "forms"](#). Once you submit the form, we will send you an email acknowledging receipt of your request. Update options include:

- Add/change an address location.
- Add/change billing address.
- Add TIN
- Deactivate TIN
- Change TIN
- Name Change.
- Provider leaving a group or a single location.
- Phone/fax number changes.
- Closing a practice location.

The *Consolidated Appropriations Act (CAA)* implemented in 2021 contains a provision that requires online provider directory information be reviewed and updated as needed at least every 90 days. Reviewing your information helps us ensure your online provider directory information is current.

email:[pnm@imperialhealthholdings.com](mailto:pnm@imperialhealthholdings.com)



# IMPERIAL is pleased to formally announce the re-launch of

## NEW & IMPROVED EZ NET PROVIDER PORTAL

[portal.imperialhealthholdings.com](http://portal.imperialhealthholdings.com)

IMPERIAL is committed to enhancing our provider's experience with the best service possible to support their practice and its daily administrative needs.

Imperial is pleased to formally announce the re launch of the IMPERIAL EZ NET PROVIDER PORTAL to all participating network providers.

**PORTAL REGISTRATION IS SIMPLE! PLEASE UTILIZE THE URL BELOW!**

**[Provider Portal Web Application Submission \(office.com\)](http://Provider Portal Web Application Submission (office.com))**

**Portal Training Request/Questions: [pnm@imperialhealthholdings.com](mailto:pnm@imperialhealthholdings.com)**

**Please allow 3-5 business days for inquiry response**

**Urgent authorization requests should be submitted through the Imperial Provider Portal for expedited processing. An expedited/urgent request for a determination is a request in which waiting for a decision under the standard time frame could place the member's life, health, or ability to regain maximum function in serious jeopardy.**

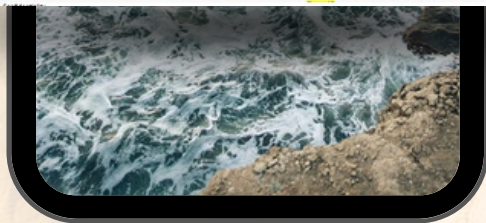
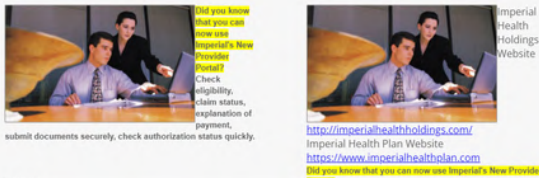
For example:

- A serious threat to life, limb, or eyesight.
- Worsening impairment of a bodily function that threatens the body's ability to regain maximum function.
- Worsening dysfunction or damage of any bodily organ or part that threatens the body's ability to recover from the dysfunction or damage; or
- Severe pain that cannot be managed without prompt medical care.

**Urgent requests need determination within 72 hours.**

**Listening to the needs and requests of providers that utilize our original portal, IMPERIAL has responded with a Secure, User-Friendly Web Platform to allow users effortless, navigation!**

- **Member Verification of Eligibility**
- **Member Lists**
- **HEDIS Gaps**
- **Claims Status (detail information)**
- **EOP access**
- **Authorization Submission, Confirmation and Status**
- **Provider Search**
- **Training Modules**
- **Secure Submission Documents such as W9's, Annual Training Attestation**



Fall  
season  
is here!



## MEMBER'S RIGHTS & RESPONSIBILITIES

Our organization annually distributes the Member's Rights and Responsibilities Statement to Providers in the newsletter. Additionally, Providers and Practitioners can find it in the Provider Manual, you received upon the orientation process.

### Member Rights & Responsibilities

- A right to receive information about the organization, its services, its practitioners and providers as well as member rights and responsibilities.
- A right to be treated with respect and recognition of their dignity and their right to privacy.
- A right to participate with practitioners in making decision about their health care.
- A right to a candid discussion of appropriate for medically necessary treatment options for their conditions, regardless of cost or benefit coverage.
- A right to voice complaints or appeals about the organization or the care it provides.
- A right to make recommendation regarding the organization's member rights and responsibilities policy.
- A responsibility to supply information (to the extent possible) that the organization and its practitioners and providers need in order to provide care.
- A responsibility to understand their health problems and participate in.

- A responsibility to follow plans and instructions for care that they have agreed to with their practitioners.
- A responsibility to understand their health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.

You can access the Member's Rights and Responsibilities Statement, on our website at:

<https://www.imperialhealthplan.com>

*If you would like to receive a hard copy request of this publication, please contact the Provider Relations Department at (800) 595-0619.*

*For any questions, please contact Provider Relations at (800) 595-0619.*

# **NEW EMAIL ADDRESS FOR PROVIDER CLAIMS INQUIRIES!**



**EXAZ, EXNV, EXTX, EXUT:  
claimsinquiryEX@imperialhealthholdings.com**

**Imperial Insurance Companies, Inc.:**

**AZ: IEXAZ**

**TX: IEXTX**

**NV: IEXNV**

**Imperial Health Plan of the Southwest, Inc.:**

**UT: IEXUT**

# HPV AND HPV VACCINATION: WHAT EVERY PARENT SHOULD KNOW

## WHAT IS HPV?

Human papillomavirus (HPV) is a very common virus that 8 out of 10 people will get at some point in their lifetime. Some HPV infections can lead to cancer later in life.

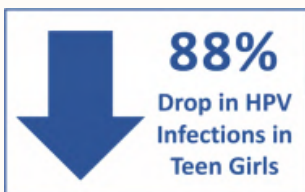


HPV is estimated to cause about 37,000 cases of cancer in men and women every year in the U.S. – that’s the same as the average attendance for a major league baseball game!

Only cervical cancer, one of the cancers caused by HPV, can be detected early with a Pap test. The other cancers caused by HPV (cancers of the throat, genitals, or anus) may not be detected until they are more serious. HPV vaccination prevents infections that cause these cancers.

## HOW CAN I PROTECT MY CHILD FROM HPV?

HPV vaccination can prevent over 90% of cancers caused by HPV. HPV vaccines are very safe, and scientific research shows that the benefits of HPV vaccination far outweigh the potential risks. With more than 135 million doses given in the U.S. since 2006, HPV vaccine has a long safety record that’s backed by over 15 years of monitoring. Common side effects are mild and get better within a day or two. These include pain, redness, or swelling where the shot was given, similar to other vaccines.



HPV vaccination works extremely well. Since HPV vaccination was first recommended in 2006, infections with HPV types that cause most HPV cancers have dropped 88% among teen girls and 81% among young adult women.

Vaccination against HPV is recommended by the federal Advisory Committee on Immunization Practices, the American Academy of Pediatrics, and the American Academy of Family Physicians. It’s also recommended by the American Cancer Society and California’s Cancer Prevention Act.





## WHO SHOULD GET THE VACCINE AND WHEN SHOULD THEY GET IT?



Because the vaccine is more effective when given at younger ages, two doses of HPV vaccine are recommended for all kids between the ages of 9 to 12 years, and the second dose should be given before the start of 8th grade.

(Kids who wait until later to get their first dose of HPV vaccine may need three doses.) The HPV vaccine is often given at the same time as other adolescent vaccines, like Tdap to prevent whooping cough and meningococcal vaccine to prevent bacterial meningitis.

## WHERE CAN I GET THE HPV VACCINE FOR MY CHILD?

Ask your health care provider, pharmacist, or local health department to learn more about HPV vaccine and where you can get it. The vaccine is covered by most health insurance plans.

For more information on HPV, the vaccine, and cancer prevention, visit the [Centers for Disease Control and Prevention](#).



## REQUIRED IMMUNIZATIONS FOR SCHOOL ENTRY

Please bring your child’s immunization records with you at the time of registration.



### Students Entering Transitional Kindergarten or Kindergarten Need Records of:

Diphtheria, Tetanus, and Pertussis (DTaP, DTP, Tdap or Td) — 5 doses

4 doses OK if one was given on or after 4th birthday;

3 doses OK if one was given on or after 7th birthday.

**Polio (IPV or OPV) — 4 doses**

3 doses OK if one was given on or after 4th birthday. Oral polio vaccine (OPV) doses given on or after April 1, 2016, do not count.

**Hepatitis B — 3 doses**

**Measles, Mumps, and Rubella (MMR) — 2 doses**

Both doses must be given on or after 1st birthday.

**Varicella (Chickenpox) — 2 doses**

### New and Transfer Students Entering TK/K-12th Grade Need Records of:

**All immunizations listed above**

For 7th-12th graders: at least 1 dose of pertussis-containing vaccine is required on or after 7th birthday. Hepatitis B vaccine is required for any grade, except for entry into 7th grade.

### Students Starting 7th Grade Need Records of:

**Tetanus, Diphtheria, Pertussis (Tdap) —1 dose**

**Varicella (Chickenpox) — 2 doses**

### What other immunizations should I ask my health care provider about?

When you visit your health care provider for back-to-school immunizations, make sure to also ask about other vaccines that help keep your child healthy, including hepatitis A, COVID-19, and the annual flu vaccine.

Preteens and teens should also get the human papillomavirus (HPV) vaccine to protect against certain cancers and meningococcal vaccines.

Learn more about the vaccines your child needs according to their age, visit: <https://www.cdc.gov/vaccines/schedules/>





IMPERIAL INSURANCE COMPANIES

2024 PROVIDER SATISFACTION SURVEY

Please take a few minutes to fill out this survey on the timeliness and quality of the service you receive from Imperial Insurance Companies, Inc. and FAX it back to 214-452-1190. Thank you for your participation.

ADMINISTRATIVE SECTION

Provider Relations

- 1. I have been supplied with:
A Provider orientation YES NO
Access to the Web Portal YES NO
2. My Provider Relations Representative is knowledgeable and able to answer my questions
STRONGLY AGREE AGREE DISAGREE STRONGLY DISAGREE
3. My Provider Relations Representative responds to my needs or concerns in a timely manner
STRONGLY AGREE AGREE DISAGREE STRONGLY DISAGREE

Claims

- 4. My claims are processed in a timely manner
STRONGLY AGREE AGREE DISAGREE STRONGLY DISAGREE
5. Claims inquiries are answered promptly
STRONGLY AGREE AGREE DISAGREE STRONGLY DISAGREE
6. Are you aware IIC accepts electronic claims submission through Office Ally?
YES NO

Utilization Management

- 7. UM Representatives are helpful
STRONGLY AGREE AGREE DISAGREE STRONGLY DISAGREE

(cont'd)



IMPERIAL INSURANCE COMPANIES

8. Referrals are processed in a timely manner

**STRONGLY AGREE**  **AGREE**  **DISAGREE**  **STRONGLY DISAGREE**

9. Denial notifications consistently provided denial reasons

**STRONGLY AGREE**  **AGREE**  **DISAGREE**  **STRONGLY DISAGREE**

**Credentialing**

10. The Credentialing process occurred in a timely manner

**STRONGLY AGREE**  **AGREE**  **DISAGREE**  **STRONGLY DISAGREE**

11. Did I receive appropriate notice on need to Re-credential?

**STRONGLY AGREE**  **AGREE**  **DISAGREE**  **STRONGLY DISAGREE**

12. Credentialing Coordinator is courteous and knowledgeable

**STRONGLY AGREE**  **AGREE**  **DISAGREE**  **STRONGLY DISAGREE**

Please provide additional comments or suggestions:

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Thank you for taking the time to fill out our survey. We rely on your feedback to help us improve our services. Your input is greatly appreciated.



## 2024 PROVIDER SATISFACTION SURVEY

Please take a few minutes to fill out this survey on the timeliness and quality of the service you receive from Imperial Health Plan of the Southwest, Inc. and FAX it back to 214-452-1190. Thank you for your participation.

### ADMINISTRATIVE SECTION

#### Provider Relations

1. I have been supplied with:

A Provider orientation YES  NO

Access to the Web Portal YES  NO

2. My Provider Relations Representative is knowledgeable and able to answer my questions

STRONGLY AGREE  AGREE  DISAGREE  STRONGLY DISAGREE

3. My Provider Relations Representative responds to my needs or concerns in a timely manner

STRONGLY AGREE  AGREE  DISAGREE  STRONGLY DISAGREE

#### Claims

4. My claims are processed in a timely manner

STRONGLY AGREE  AGREE  DISAGREE  STRONGLY DISAGREE

5. Claims inquiries are answered promptly

STRONGLY AGREE  AGREE  DISAGREE  STRONGLY DISAGREE

6. Are you aware IIC accepts electronic claims submission through Office Ally?

YES  NO

#### Utilization Management

7. UM Representatives are helpful

STRONGLY AGREE  AGREE  DISAGREE  STRONGLY DISAGREE

(cont'd)



8. Referrals are processed in a timely manner

**STRONGLY AGREE**  **AGREE**  **DISAGREE**  **STRONGLY DISAGREE**

9. Denial notifications consistently provided denial reasons

**STRONGLY AGREE**  **AGREE**  **DISAGREE**  **STRONGLY DISAGREE**

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**STRONGLY AGREE**  **AGREE**  **DISAGREE**  **STRONGLY DISAGREE**

Please provide additional comments or suggestions:

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Thank you for taking the time to fill out our survey. We rely on your feedback to help us improve our services. Your input is greatly appreciated.