



# **EXCHANGE IMPERIAL PROVIDER NEWSLETTER**



**FALL / WINTER 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.*



# MESSAGE FROM THE CHIEF MEDICAL OFFICER (MEDICAL DIRECTOR)

## FALL/WINTER 2024 PROVIDER NEWSLETTER IMPERIAL INSURANCE COMPANIES AND IMPERIAL HEALTH PLAN OF SOUTHWEST



Dear Doctors and Providers,

As we move into the 2024 open enrollment period, we would like to take this opportunity to thank you for your ongoing commitment to providing quality care to our Exchange members. Imperial Health Plan continues to focus on supporting both your practice and your patients. Below are important updates and reminders as we prepare for the year ahead.



### 1. Provider Portals

If you haven't yet, please sign up for the Provider Portal. It streamlines patient management and keeps you updated with the latest plan information.

### 2. Physician-Led, Physician-Driven Care

Imperial Health is a physician-led and physician-driven organization. Our unique structure allows us to respond more quickly and empathetically to both provider and patient concerns. We understand the challenges you face and are here to help you navigate operational and clinical needs.

### 3. Quality Care and Documentation

We encourage all providers to focus on delivering high-quality care at every interaction. This includes emphasizing screening, prevention, diagnosis, and treatment, ensuring compliance with HEDIS measures, and capturing your patients' true health status through accurate documentation. Your efforts are crucial in improving outcomes for all members.

### 4. New Partnership with California Specialty Pharmacy

We are pleased to announce our new partnership with California Specialty Pharmacy. This partnership will enhance medication management for your Exchange patients, providing improved access to specialty drugs and support. More details about this collaboration will be shared soon.

### 5. Extra Support for Providers

To assist in providing quality care, Imperial is offering additional resources to help identify members who still need annual wellness visits, screenings, and preventive treatments. We encourage you to reach out for any additional support you may need.

### 6. Social Determinants of Health (SDoH)

We recognize that factors like housing instability, food insecurity, and lack of transportation can impact the health of our Exchange members. Providers are encouraged to screen for these social determinants of health (SDoH) and direct patients to relevant resources or community services to address these needs. Imperial Health Plan is committed to helping bridge these gaps for our members.



## 7. Health Equity Initiatives

Imperial Health Plan is dedicated to promoting health equity by addressing disparities in care. Our efforts include outreach to underserved populations, providing language services, and promoting culturally competent care. We encourage you to take advantage of these resources to help ensure equitable healthcare for all.

## 8. Value-Based Care Models

Providers can participate in value-based care models designed to improve patient outcomes while reducing overall costs. These models encourage high-quality care and better patient experiences. Imperial Health Plan is committed to supporting your participation in these models and ensuring that they benefit your practice and patients.

## 9. Review USPSTF Grade A and B Recommendations

All doctors should review the 47 USPSTF Grade A and B recommendations annually during patient interactions. These recommendations cover key preventive services, including screenings and counseling, that are essential for maintaining member health. You can review the full list of recommendations [here](#).

## 10. Interactive Population Health Management (PHM) Programs

At Imperial Health, we are committed to improving the health of all our members. Since early 2023, we have been operating Interactive Population Health Management (PHM) programs for both Medicare and Exchange members. These programs are designed to address unique health needs based on factors such as socioeconomic status and social networks. We encourage providers to take advantage of these services, which include:

- Case Management Program
- Diabetes Management Program
- Medication Therapy Management Program
- Cardiovascular Disease Management Program
- Flu Vaccine Program
- Important Screenings and Preventive Services

By participating in these programs, you help ensure our members receive high-quality, coordinated care that addresses their diverse needs.

## 11. Access to Behavioral Health Services

With increased demand for behavioral health services, we remind providers that Lucet, our NCQA-accredited behavioral health partner, offers comprehensive mental and behavioral health services for Exchange members. Providers are encouraged to refer members needing support to Lucet for mental health consultations, including telehealth options.

## 12. Network Adequacy and Referrals

Imperial Health is committed to maintaining a robust provider network. Providers are reminded to utilize the streamlined referral process for specialty care to ensure that patients with more complex health needs receive timely and appropriate care.

## 13. Telehealth Expansion

Many Exchange members prefer telehealth options for convenience or due to limited access to in-person care. We encourage providers to leverage telehealth services to increase access and improve patient satisfaction.

## 14. Chronic Disease Management

Exchange members often face chronic conditions such as diabetes and hypertension. Providers are encouraged to focus on chronic disease management strategies, such as patient education, home monitoring programs, and adherence to treatment plans.

**15. COVID-19 Impact on Care Delivery**

Providers should remain aware of the ongoing impact of COVID-19 on care delivery. This includes ensuring patients are up-to-date on vaccines and that post-COVID conditions are managed effectively.

**16. Medicaid-Exchange Transition**

For members transitioning between Medicaid and Exchange plans, providers should focus on maintaining continuity of care. This is especially important for those managing chronic conditions or undergoing treatment. Imperial Health Plan provides resources to help ensure smooth transitions between coverage types.

Thank you for your continued partnership and for your dedication to delivering exceptional care to our Exchange members. We look forward to working together in 2024 and beyond.

Warm regards,

Dr. Muthukumar Vaidyaraman, MD, MBA, FACHE  
Chief Medical Officer  
Imperial Insurance Companies and Imperial Health Plan of Southwest



# 2024 Provider Fall Newsletter

## Immunization Updates



**2024-2025 flu and COVID shots are now available at all pharmacies. Please have your members schedule both these immunizations today!**

The CDC recommends the updated 2024-2025 COVID-19 and flu vaccines for everyone ages 6 months and older to protect against potentially serious outcomes of COVID-19 and flu this upcoming season.

Please help us keep our member population protected and safe this fall and winter season.



### 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.aspxsiteCode=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 if you have any questions. It is our pleasure to assist you.

Phone (626) 788-0178

Fax (626) 689-4232

[Pharmacy@imperialhealthplan.com](mailto:Pharmacy@imperialhealthplan.com)

Sincerely,  
Imperial Pharmacy Department



CSP is pleased to partner with

Get to know us and how our comprehensive pharmacy services help patients with complex conditions.

Specialty Pharmacy Services :: Sterile Compounding :: Nursing Infusion Services

\*Including Ambulatory Infusion Centers & Home Infusion Support

California Specialty Pharmacy (CSP) provides a robust range of specialty medications, therapies, and support programs tailored to meet the unique needs of each patient we serve, including:

Key Therapeutic Areas

- Allergy-Immunology
- Dermatology
- Gastroenterology
- Neurology
- Oncology
- Rheumatology
- and More!



24/7 Access to Experts

Pharmacists and nurses are available via phone, email and our portal



Quick Turnaround Time

<2 Hours\* Scripts Acknowledged ~48 Hours\* CSP Processing of Rx Complete

*\*Average turnaround time for clean prescriptions*



Convenient Delivery Options

Efficient delivery to patient home, provider office or infusion center



High Patient Satisfaction

99% of patients are satisfied with our services

Contact your local representative, send your referral directly via fax 866.853.6555 or eScribe to California Specialty Pharmacy today!



# PROVIDER WEBINAR CALENDAR OCTOBER 2024



Throughout the year, Imperial Health conducts a series of New Provider webinars on authorizations, referrals, and Provider Portal. These webinars are mandatory for new providers and serve as a tool to educate the healthcare providers on best practices. All Webinars are also open to Existing Providers and will be hosted by Imperial Provider Network Administrators. Please RSVP at [PNM@imperialhealthholdings.com](mailto:PNM@imperialhealthholdings.com).

### Webinar Series Schedule

Date Range: October 2nd to October 31st

**OCT**  
**2** WEDNESDAY

**OCT**  
**3** TUESDAY

**OCT**  
**9** WEDNESDAY

**OCT**  
**10** THURSDAY

**OCT**  
**16** WEDNESDAY

**OCT**  
**17** THURSDAY

**OCT**  
**23** WEDNESDAY

**OCT**  
**24** THURSDAY

**OCT**  
**30** WEDNESDAY

**OCT**  
**31** THURSDAY

### Morning Sessions:

- CST: 10:00 AM – 11:00 AM
- PST: 8:00 AM – 9:00 AM

### Afternoon Sessions:

- CST: 2:00 PM – 3:00PM
- PST: 12:00 PM – 1:00 PM



# PROVIDER WEBINAR CALENDAR NOVEMBER 2024



Throughout the year, Imperial Health conducts a series of New Provider webinars on authorizations, referrals, and Provider Portal. These webinars are mandatory for new providers and serve as a tool to educate the healthcare providers on best practices. All Webinars are also open to Existing Providers and will be hosted by Imperial Provider Network Administrators. Please RSVP at [PNM@imperialhealthholdings.com](mailto:PNM@imperialhealthholdings.com).

*Webinar Series Schedule*

*Date Range: November 6th to November 28th*



**Morning Sessions:**

- CST: 10:00 AM – 11:00 AM
- PST: 8:00 AM – 9:00 AM

**Afternoon Sessions:**

- CST: 2:00 PM – 3:00PM
- PST: 12:00 PM – 1:00 PM

# PROVIDER WEBINAR CALENDAR DECEMBER 2024



Throughout the year, Imperial Health conducts a series of New Provider webinars on authorizations, referrals, and Provider Portal. These webinars are mandatory for new providers and serve as a tool to educate the healthcare providers on best practices. All Webinars are also open to Existing Providers and will be hosted by Imperial Provider Network Administrators. Please RSVP at [PNM@imperialhealthholdings.com](mailto:PNM@imperialhealthholdings.com).

*Webinar Series Schedule*

*Date Range: December 4th to December 26th*

**DEC**  
**4** WEDNESDAY

**DEC**  
**5** TUESDAY

**DEC**  
**11** WEDNESDAY

**DEC**  
**12** THURSDAY

**DEC**  
**18** WEDNESDAY

**DEC**  
**19** THURSDAY

**DEC**  
**26** WEDNESDAY

**Morning Sessions:**

- CST: 10:00 AM – 11:00 AM
- PST: 8:00 AM – 9:00 AM

**Afternoon Sessions:**

- CST: 2:00 PM – 3:00PM
- PST: 12:00 PM – 1:00 PM



# PROVIDER WEBINAR

Throughout the year, Imperial Health conducts a series of New Provider webinars on authorizations, referrals, and Provider Portal. These webinars are mandatory for new providers and serve as a tool to educate the healthcare providers on best practices. All Webinars are also open to Existing Providers and will be hosted by Imperial Provider Network Administrators. Please RSVP at [PNM@imperialhealthholdings.com](mailto:PNM@imperialhealthholdings.com).



**WE LOOK FORWARD TO YOU JOINING ONE OF OUR PROVIDER WEBINAR EVENTS! WE APPRECIATE THE OPPORTUNITY TO WORK WITH YOU!**

## FLU SEASON IS JUST AROUND THE CORNER

**The Centers for Disease Control and Prevention (CDC) recommends that everyone six months and older get a flu vaccine yearly.**

Thank you for emphasizing the importance of flu vaccination! Encouraging patients to get their flu shots is crucial for public health. By promoting vaccination, we can collectively reduce the impact of flu season. Remember that flu shots are typically available starting in August, so it's a great time to spread the word and encourage everyone to protect themselves and their communities.

Phone (626) 788-0178  
Fax (626) 689-4232  
[Pharmacy@imperialhealthplan.com](mailto:Pharmacy@imperialhealthplan.com)

**Give us a call, fax, or email. It is our  
pleasure to assist you.**



## HEALTH OBSERVANCE DATES

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.

OCT  
10

WORLD MENTAL  
HEALTH DAY

DEC  
1

WORLD AIDS DAY

NOVEMBER IS AMERICAN DIABETES MONTH & LUNG CANCER AWARENESS MONTH

DEC  
1-7

NATIONAL  
HANDWASHING  
AWARENESS WEEK

DEC  
3

INTERNATIONAL DAY OF  
PERSONS WITH  
DISABILITIES

DEC  
4-8


NATIONAL INFLUENZA  
VACCINATION WEEK



# PEDIATRIC DENTAL

The Delta Dental logo is a white triangle with a smaller white triangle inside it, followed by the text "DELTA DENTAL" in a bold, sans-serif font. The logo is set against a green rectangular background.

**DELTA DENTAL®**

- 
- Offered on all Imperial plans.
  - Mobile Application available hosted by Delta Dental.
  - Member Portal with a dashboard, dentist finder, cost estimator offered by a new dental vendor, Delta Dental for 2024.

*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!

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)**

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

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

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

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.**



# 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.*

