

WINTER  
2024

# MEMBER NEWSLETTER



A MESSAGE FROM OUR  
CHIEF MEDICAL  
OFFICER

IMPORTANT  
SCREENINGS AND  
PREVENTATIVE  
SERVICES

SUPPLEMENTAL  
BENEFITS AND  
SERVICES

GET YOUR  
**FLU**  
SHOT



IMPERIAL  
INSURANCE  
COMPANIES



IMPERIAL  
HEALTH PLAN  
OF THE SOUTHWEST

# A MESSAGE FROM OUR CHIEF MEDICAL OFFICER

## HAPPY HOLIDAYS!

We hope you are doing well. Thank you for being a member of Imperial Insurance Companies and Imperial Health Plan of the Southwest. We are grateful for having the opportunity to help manage your health. We want to help keep you well and healthy. In this newsletter, we have some exciting updates and helpful tips just for you.

It's important to take good care of yourself, both physically and mentally. 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 your 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).

At Imperial Insurance Companies and Imperial Health Plan of the Southwest, we are here to support you on your health journey. Consult with your provider for personalized recommendations—whether it's time to check your blood sugar or schedule screenings for colon or breast cancer. Thank you for letting us be a part of your lives and your healthcare team.

Take care and stay healthy!

Best Wishes,

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

## IMPORTANT SCREENINGS AND PREVENTIVE SERVICES

We encourage you to take advantage of the preventative services recommended by the US Preventative 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 a licensed qualified provider.

To learn more about these services and how they can help you, visit the USPSTF recommendations page here: [www.uspreventiveservicestaskforce.org/uspstf/recommendation-topics/uspstf-a-and-b-recommendations](http://www.uspreventiveservicestaskforce.org/uspstf/recommendation-topics/uspstf-a-and-b-recommendations).

You can also check out the Medicare preventive services available to you here: [www.medicare.gov/coverage/preventive-screening-services](http://www.medicare.gov/coverage/preventive-screening-services).

Here is an additional resource. Please select the Evidence of Coverage associated with your PBP: <https://imperialhealthplan.com/california/los-angeles/members/benefits/>

# IT'S TIME FOR YOUR ANNUAL FLU SHOT

Be proactive and stay well ahead this flu season! With it approaching fast, now's the perfect time to get your flu vaccine. Protect yourself and your loved ones, so you can enjoy the holidays and beyond without worry. Don't wait—get vaccinated today!

## WHEN IS PEAK FLU SEASON?

Peak flu season runs from December to February. Getting your flu vaccine now can help prevent serious illness and avoid unnecessary doctor visits. Take charge of your health—vaccinate today!

## WHAT DOES THE CDC RECOMMEND?

The Centers for Disease Control and Prevention (CDC) recommend the updated 2024-2025 flu vaccines for everyone ages 6 months and older to protect against potentially serious outcomes of flu this upcoming season.

## WHEN IS THE NEW FLU VACCINE AVAILABLE AND HOW MUCH WILL IT COST?

The 2024-2025 flu shot is now available at all participating pharmacies! Schedule your flu vaccine for yourself and your family at no cost.

## IS IT THE COLD, FLU, OR COVID-19?

SYMPTOM	COLD	FLU	COVID-19
FEVER / FATIGUE	●	●	●
COUGH	●	●	● Dry cough
SORE THROAT/ RUNNY NOSE	●	●	●
HEADACHES	●	●	●
SNEEZING	●	●	●
BODY ACHES	●	●	●
DIARRHEA, NAUSEA AND/OR VOMITING	●	● More common in children	●
LOSS OF TASTE AND/OR SMELL	● Especially with a stuffy nose	●	● Early—often without a runny or stuffy nose
ONSET		1–4 days after infection	About 5 days after infection but can range from 2–14 days

● Sometimes ● Usually ● Rarely ● Never

# IMPERIAL'S PHARMACY TEAM

Our team may be small, but we're a powerhouse of specially trained Pharmacists, Pharmacy Technicians, and Pharmacy Concierges. We can help you with all your medication needs, like understanding your copay, getting the prescriptions you need, finding solutions if your medicine costs too much, and more. By working together, we aim to optimize the health of our members. Let's collaborate for better health!

## HOW CAN YOU HAVE YOUR PRESCRIPTIONS MAILED TO YOUR HOME?

We partner with Birdi Mail Order to provide convenient home delivery of your prescriptions at no extra cost to you. Enjoy hassle-free service today! **1-855-873-8739** (TTY dial 711) or [Patientcare@birdirx.com](mailto:Patientcare@birdirx.com), [www.medimpact.com](http://www.medimpact.com)

If you are interested, ask the Imperial Pharmacy team for more information.

For pharmacy updates please check the Pharmacy page on our website. You can also reach out to our Pharmacy team at any of the ways listed below. We look forward to serving you!

## WAYS TO REACH IMPERIAL'S PHARMACY TEAM

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

---

**Phone:** (626) 788-0178

---

**Fax:** (626) 689-4232

---

**Text:** (626) 322-2933

---

**Hours:** 8:30 am–5:00 pm M–F



## 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. You can also find more information on our website, [www.imperialhealthplan.com](http://www.imperialhealthplan.com).

# IMPERIAL'S POPULATION HEALTH/ CASE MANAGEMENT PROGRAMS

Population health means looking at the health of everyone in our community and finding ways to help everyone stay healthy. At Imperial Insurance Companies and Imperial Health Plan of the Southwest, 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.

These programs help us understand and address the unique health needs of our community.

Additionally, depending on eligibility, we offer various health benefits including:

## BEHAVIORAL HEALTH BENEFIT

We're excited to share that Imperial Insurance Companies and Imperial Health Plan of the Southwest offers behavioral health benefits at no extra cost to you! This service coordinates your treatment and connects you with additional resources you may need. Your care manager, a licensed behavioral health clinician specializing in care management, will be there to support you. For more information, call Imperial Member Services **1-800-595-0619\*** (TTY: 711).



## SOME OF THE OFFERED PROGRAMS INCLUDE:



DIABETES  
MANAGEMENT  
PROGRAM



SMOKING  
CESSATION  
PROGRAM



ASTHMA  
MANAGEMENT  
PROGRAM



CASE  
MANAGEMENT  
PROGRAM



REVIEW YOUR  
MEDICATION  
LIST WITH OUR  
PHARMACY TEAM

## AND MORE!

For more information about our programs, please call: (626) 788-0178\* (TTY: 711), M-F from 8:30 am–5:00 pm. We will answer your questions and organize your care needs.

# SIMPLE ADDITIONAL REMINDERS



## WE ARE TRANSITIONING TO A DIGITAL FORMAT FOR OUR NEWSLETTERS.

Starting June 1<sup>st</sup>, all newsletters will be available on our website at [www.imperialhealthplan.com](http://www.imperialhealthplan.com). If you prefer to receive a hard copy of the newsletter, please contact Member Services\*, and we will be happy to send it to you. This change is part of our ongoing efforts to improve accessibility and sustainability.

We appreciate your understanding and cooperation.

## MENTAL HEALTH SCREENINGS

It's important to have regular mental health check-ups. If you're feeling anxious, depressed, or simply not like yourself, please reach out for support. Remember, seeking help is a sign of strength and is a vital step towards healing and well-being. We are here to support you.

## SUICIDE PREVENTION

Taking care of your mental health is just as important as taking care of your physical health. If you or someone you know is in a crisis, help is available. You can talk to someone now by visiting the **988** Suicide & Crisis Lifeline here: [www.988lifeline.org/talk-to-someone-now/](http://www.988lifeline.org/talk-to-someone-now/)

## IF YOU HAVE QUESTIONS CALL IMPERIAL MEMBER SERVICES AT **\*1-800-595-0619** **(TTY: 711)**

October 1–March 31: Monday–Sunday, from 6:00 am PST–4:00 pm PST and April 1–September 30: Monday–Friday, from 6:00 am PST–4:00 pm PST.

# SIMPLE ADDITIONAL REMINDERS

## PRESCRIPTION DRUGS

Access your state's dedicated portal on the Imperial website and choose Drug Formulary to view the annual and periodic updates and details about covered prescription drugs, including any restrictions or preferences.

To locate a network pharmacy nearby, select **Retail Pharmacy**.

To understand your drug costs, select your plan to review the **Summary of Benefits and Coverage**.

You can also log in to the member portal or call (844) 269-0977 to:

- Learn about your drug costs.
- Order medications through mail order.
- Find a network pharmacy near you.
- Explore generic alternatives.
- Start the exception process for drugs that are not covered.

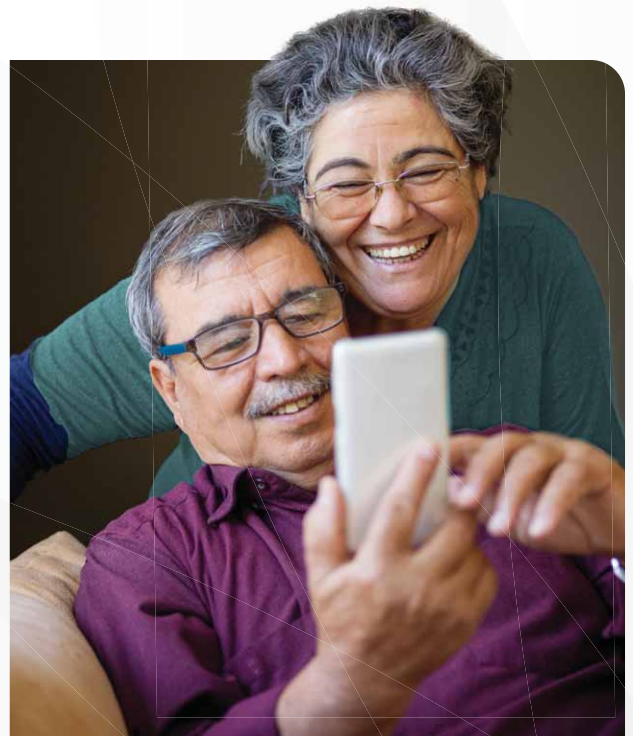
Refer to section 4 and Section 11 in the Evidence of Coverage (EOC) for annual notifications about using the plan for drugs covered under your medical services and what you need to know about your outpatient prescription drug covered benefits and how you or your provider can request coverage for a drug not included on covered list of drugs.

<https://exchange.imperialhealthplan.com/>

## COMPLETE YOUR HEALTH RISK ASSESSMENT

Visit the Health Management Programs on our website for practical health tips, preventative care resources, health risk assessment and tools to help you stay on top of your well-being.

Complete your Health Risk Assessment today to gain valuable insights into your health and access personalized wellness resources! Submit it to your health plan by mail—the mailing address is available on our website—or call the Member Services\* number for assistance.



---

WINTER  
2024

# MEMBER NEWSLETTER

---



IMPERIAL  
INSURANCE  
COMPANIES



IMPERIAL  
HEALTH PLAN  
OF THE SOUTHWEST

Enrollment in Imperial Insurance Companies and Imperial Health Plan of the Southwest depends on contract renewal. Benefit, features or devices vary by plan and area limitations and exclusions apply. This information is not a complete **description** of benefits. Call 1-800-595-0619 (TTY: 711) for more **information**. **Limitations**, copayments, and **restrictions** may apply. Benefits, premiums and/or copayments/co-insurance may **change** on January 1 of each year. Imperial Insurance Companies and Imperial Health Plan of the Southwest (HMO) (HMO SNP) complies with applicable Federal civil rights **laws** and does not discriminate on the basis of race, color, national origin, **age**, disability, or sex/cumple con **las leyes federales de** derechos civiles aplicables y no discrimina por **cuestiones** de raza, color, nacionalidad, **edad, discapacidad o** género. ATTENTION: If you speak English, **language assistance** services, free of charge, are **available** to you. Call 1-800-595-0619 (TTY: 711). ATENCIÓN: si habla español, tiene a su disposición **servicios** gratuitos de asistencia **lingüística**. Llame al 1-800-595-0619 (TTY: 711).