



IMPERIAL INSURANCE COMPANIES



IMPERIAL HEALTH PLAN
OF THE SOUTHWEST

Case Management Program

Do you need extra support to manage your health? Our Case Management Program is here to help! We provide personalized care, resources, and guidance to help you reach your health goals and live a healthier life.

The benefits of the Case Management Program

- Get the care you need, right when you need it.
- Avoid or reduce unnecessary hospital and ER visits.
- Work with a care team to create a plan that fits your health needs and goals.
- Access helpful resources like specialists, community services, and health tools.
- Stay connected with your healthcare providers and services.
- Manage your health early to prevent problems down the road.

How Do I Become Eligible?

You may qualify if:

- Your doctor refers you.
- You or your caregiver can contact Member Services or Case Management for help.
 - Member Services: (800) 595-0619 (TTY: 711) November 1 - January 15: Monday - Sunday from 6:00 am - 8:00 pm PST and January 16 - October 31: Monday - Friday from 6:00 am - 5:00 pm PST.
 - Case Management: (626) 655-8820 Monday–Friday, 8am to 5pm PST
- A Transition of Care (TOC) Case Manager refers you after a hospital stay.
- You have one or more chronic condition listed on your health checkup or health risk assessment.
- You take five or more medications.
- You've had many ER visits or hospital stays.
- You need help with mental health or behavioral counseling.



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How to Use the Program and What's Included



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You'll get personalized care and support from a team of health experts, including:

1. Chief Medical Officer
2. Senior Director of Clinical Services
3. Case Managers (LVN, RN)
4. Clinical Pharmacist
5. Behavioral Case Managers
6. Health Education Specialist

What's offered:

- A care plan designed with your goals and input from your care team and caregiver.
- Educational materials and community resources.
- Tools to help you manage your health on your own.
- Reviews of your medications to ensure they're right for you.
- One-on-one sessions with a Behavioral Case Manager.
- Referrals to other services you might need.

Not Interested?

If you'd like to opt out of the Case Management, contact our team at **(626) 655-8820** Monday–Friday, 8am to 5pm PST.

Let's work together to make managing your health simple and effective!