

WINTER
2024

MEMBER NEWSLETTER



A MESSAGE FROM OUR
CHIEF MEDICAL
OFFICER

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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.

You can also check out the Medicare preventive services available to you here: 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, www.medimpact.com

To stay updated on annual changes and ongoing updates on list of covered drugs, including any limits, requirements, or preferred options and any other pharmacy related questions please reach out to our Pharmacy team. Contact us using the options below. We look forward to assisting you!

WAYS TO REACH IMPERIAL'S PHARMACY TEAM

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.

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.

Visit the [Health Management Program](#) page on our website to learn more about our programs, eligibility criteria, how to access services, opt-in and opt-out options, and referral pathways for case management.

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

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 1st, all newsletters will be available on our website at 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/

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

PHARMACY BENEFITS AND MANAGEMENT UPDATES

Refer to section 4 and Section 11 in the Evidence of Coverage (EOC) for annual updates about using the plan for drugs covered under your medical services and pharmacy benefits.

- How to use your plans coverage for prescription drugs.
- An explanation of quantity limits
- The process for generic substitution, therapeutic interchange, or step therapy protocols.
- How your doctor should submit information to support coverage for a drug that is not included on the covered list of drugs.

Access your state's dedicated portal on the Imperial website for a list of covered drugs and select [Drug Formulary](#) to view the annual and periodic updates and details about covered prescription drugs, including drug coverage rules and preferred options.

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 into the member portal or call MedImpact at **(844) 269-0977** to:

- Learn about your drug costs.
- Order existing, unexpired mail order drugs.
- Find a network pharmacy near you by zip code.
- Explore generic alternatives.

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

Please reach out to the Imperial Pharmacy Department at **(626) 788-0178** if you have any questions. In addition, To improve the quality and clarity of pharmacy benefit information, please report any errors or share your feedback.



COMPLETE YOUR HEALTH RISK ASSESSMENT

Visit the [Health Management Programs](#) on our website for practical health tips, preventative care resources, health risk assessment and Self Management 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.

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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).

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