



IMPERIAL INSURANCE COMPANIES



IMPERIAL HEALTH PLAN
OF THE SOUTHWEST

Notice to Providers: Pharmaceutical Information and Updates

Dear Healthcare Provider,

We are committed to ensuring that you have easy access to the latest pharmaceutical information to support your practice and patient care. The following resources are available online to help you navigate our pharmacy benefit services effectively:

Pharmaceutical information and updates

Pharmaceuticals covered under the pharmacy benefit: information and updates are available on the **Provider page** of the marketplace website at (www.imperialhealthplan.com) as well as in the **provider manual**. On the provider portal you will be able to access a link to Pharmacy Management that provides:

- Guidance on using pharmaceutical management procedures.
- Instructions for initiating exception requests, including required supporting documentation.

The main marketplace webpage includes a direct link to the drug formulary, where you can find:

- **The Drug Formulary:** A list of covered pharmaceuticals with restrictions and preferences (e.g., drug tiers, prior authorization requirements).
- Explanation of quantity limits, generic substitution processes, therapeutic interchange, and step therapy protocols.

For additional questions, please contact MedImpact at 844-269-0977. Their support team is available 24 hours a day, 7 days a week.



IMPERIAL INSURANCE COMPANIES



IMPERIAL HEALTH PLAN
OF THE SOUTHWEST

Physician Administered Drugs (PADs) information

Prior authorization is required for all PADs included on the Prior Authorization List. The Prior Authorization List can be accessed on our website at <https://imperialhealthplan.com>.

This list is regularly reviewed and updated to ensure that any changes in procedures or applicable drug recalls are communicated promptly. Detailed instructions for submitting a prior authorization request are available in the “Imperial Health EZ-Net Portal Provider Guide” section of this manual. Once a request is received, it will be reviewed for medical necessity utilizing our Medical Necessity review hierarchy. A determination will then be issued via fax within the appropriate turn-around time.

For further information or support, the Utilization Management Department can be reached at 626-838-5100, Hours: M-F 8:00AM-5:00PM PT and 7:00AM-3:30PM PT weekends. Closed on holidays.

Pharmacy Benefit Updates

Our organization regularly updates pharmacy benefit information to maintain accuracy and relevance. Updates are communicated promptly, within 15 days of receiving notice.

Feedback and Reporting

To maintain the quality and accuracy of our pharmacy benefit information, we encourage you to report any inaccuracies or provide feedback on the clarity and usefulness of this information.

Please contact the **Imperial Pharmacy Department** at **(626) 788-0178** with your feedback or concerns.



IMPERIAL INSURANCE COMPANIES



IMPERIAL HEALTH PLAN
OF THE SOUTHWEST

- If you require a written copy of any of this information, it can be requested by calling Member Services: Member Services: (800) 595-0619 (TTY: 711) October 1 - March 31: Monday - Sunday from 8:00 am - 8:00 pm and April 1 - September 30: Monday - Friday from 8:00 am - 8:00 pm.

Thank you for your continued partnership in providing high-quality care to our members.

Sincerely,

Imperial Insurance Companies

Imperial Health Plan of the Southwest