



IMPERIAL
INSURANCE
COMPANIES



IMPERIAL
HEALTH PLAN
OF THE SOUTHWEST

EXCHANGE
IMPERIAL
PROVIDER
NEWSLETTER

WINTER / SPRING 2025

03/01/2025

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Q1 2025 EXCHANGE PROVIDER NEWSLETTER



Imperial Insurance Companies & Imperial Health Plan of Southwest Message from the Chief Medical Officer (Medical Director)

Dear Doctors & Providers,

As we enter 2025, we want to thank you for your ongoing dedication to providing high-quality care to our Exchange members. Imperial Health Plan continues to focus on supporting your practice by offering resources, partnerships, and tools to help enhance patient outcomes. Below are important updates and reminders to help optimize care delivery this year.

1. Provider Portal – Enhancing Practice Efficiency

If you haven't yet, please sign up! The Provider Portal helps streamline patient management and provides easy Access to:

- Claims & Authorizations
- Patient Data & Plan Updates
- Member Eligibility & Benefits

2. Physician-led, Patient-Centered Care

Imperial is a physician-led and physician-driven organization. This unique structure allows us to:

- Respond quickly to provider and patient concerns
- Minimize bureaucracy and prioritize clinical excellence
- Allow direct communication with senior leadership



Providers can escalate concerns related to:

- Network Management, Contracting, Credentialing
- Claims, Appeals, and Member Experience
- Utilization Management & Case Management
- Pharmacy, Part D, and Access to Care

3. Quality Care & Accurate Documentation – Focus on HEDIS

- Ensuring compliance with HEDIS and CMS guidelines is essential for patient outcomes and regulatory success.
- Accurate documentation improves member care, supports quality ratings, and reduces administrative issues.
- Close quality gaps by addressing preventive services, screenings, and chronic disease management.
- Please promptly provide medical charts when requested



4. New Partnership with California Specialty Pharmacy

Our partnership with California Specialty Pharmacy will augment but not replace our existing Pharmacy Benefit Manager (PBM), MedImpact. This collaboration enhances:

- Access to specialty medications
- Streamlined prescription management
- Improved care coordination

5. Supporting Providers with Preventive Care & Screenings

- Imperial provides extra resources to help identify members who still need:
- Health Risk assessments (HRA's) & Annual Wellness Visits (AWVs)
- Cancer Screenings & Immunizations
- Preventive Treatments & Chronic Disease Monitoring.
- We encourage proactive outreach to help close preventive care gaps.


6. Addressing Social Determinants of Health (SDoH)- A Holistic Approach.

Many Exchange members face challenges beyond medical care, including:

As healthcare providers, your role extends beyond medical care. We encourage you to screen for SDoH factors and connect patients to available community resources. Your compassion and care can make a significant difference in the lives of our Exchange members.


7. USPSTF Grade A & B Preventive Care Recommendations

Providers should review USPSTF's 45+ Grade A & B recommendations annually during patient visits and ensure completion whenever medically appropriate.

Access the complete list here:
 [USPSTF Recommendations](#)

8. Interactive Population Health Management (PHM) Programs

Imperial has been operating PHM programs for Exchange members since 2023. These programs address unique health needs based on the following:


- Socioeconomic factors
 - Social networks & support systems
-  Programs available for Exchange members include:
- Case Management Program
 - Diabetes Management Program

- Medication Therapy Management Program
- Cardiovascular Disease Management Program
- Flu Vaccine Program
- Important Screenings & Preventive Services



9. Access to Behavioral Health Services – Partnering with Lucet

- With increasing demand for mental health services, Imperial reminds providers that:
- Lucet (our NCQA-accredited behavioral health partner) offers comprehensive behavioral health services for Exchange members.
- Referrals to Lucet can provide telehealth mental health consultations.

 For behavioral health referrals, contact Lucet at 833-838-8200.

10. Network Adequacy & Specialist Referrals

Imperial is committed to maintaining a strong provider network.

Providers are encouraged to:


- Use streamlined referral processes for specialty care
- Ensure timely and appropriate referrals for patients with complex health needs

11. Telehealth Expansion

Many Exchange members prefer telehealth options due to convenience and accessibility.

We encourage providers to:

- Leverage telehealth services to increase Access
- Offer video visits to improve patient satisfaction

 Expanding telehealth improves care access for all members.

12. Chronic Disease Management

Many Exchange members live with chronic conditions such as:

- Diabetes
- Hypertension
- Heart Disease
- Providers should focus on:
 - Chronic disease education & self-management strategies
 - Home monitoring programs
 - Medication adherence & lifestyle modifications

13. Medicaid-Exchange Transition Support

Providers should be aware that some members may transition between Medicaid and Exchange plans.

 To ensure continuity of care:

- Maintain up-to-date patient records
- Identify patients at risk for gaps in care
- Coordinate with Imperial Health to ensure seamless transitions

For Texas-only Exchange Network Providers:

- Adverse decisions are made by a licensed URA (utilization Review Agent).
- Per TDI and federal requirements, we are required to notify you of members who are delinquent on full premium payments as part of the eligibility response. This applies only when they continue to be delinquent from Months 2 onwards for those receiving federal subsidies called APTC (Advanced Payment Tax Credit). However, Authorizations for Medical benefit services will continue to be processed as usual in Months 2 and 3.
- Depending on the final delinquent or paid status, we will promptly adjudicate clean claims within 30 days based on eligibility and other factors but not on Authorization issued.

A friendly reminder on requesting Authorizations for all state providers:

Please request only when you can and are ready to provide the services within the next 1-2 weeks but not too far in advance or at the last minute.

Final Thoughts

Thank you for your continued partnership in delivering high-quality, patient-centered care to our Exchange members. Together, we are making a positive impact in the communities we serve.

Sincerely,

Dr. Muthukumar Vaidyaraman, MD, MBA, FACHE

Chief Medical Officer

Imperial Insurance Companies & Imperial Health Plan of Southwest

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.

Notice to Providers: Pharmaceutical Information and Updates

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.



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.

Information on Drug Withdrawals and Recalls

A complete and current list of all drug recalls and withdrawals can be found on the Food and Drug Administration website at [Recalls, Market Withdrawals, & Safety Alerts | FDA](#). The list below is the recall information available for 2025 at the time of this newsletter. For questions pertaining to Physician Administered Drugs on this list, please contact the Utilization Management Department at 626-838- 5100, Hours: M-F 8:00AM-5:00PM PT and 7:00AM-3:30PM PT weekends. For all other inquiries pertaining to drugs on this list, please contact MedImpact at 877-391-1105. Their support team is available 24 hours a day, 7 days a week.

Date	Brand-Names	Product-Description
01/24/2025	Provepharm Inc.	Phenylephrine hydrochloride Injection, USP, 10 mg/mL
01/31/2025	Alvogen	Fentanyl Transdermal System 25 mcg/h transdermal patches
02/14/2025	ICU Medical	POTASSIUM CHLORIDE Inj. 20 mEq and 10 mEq
02/18/2025	BD	ChloroPrep Clear 1 mL applicator skin preparation product
02/20/2025	Vitality	Vitality male enhancement dietary supplement capsules
02/25/2025	SinuCleanse	Soft Tip Squeeze Bottle Nasal Wash System
02/25/2025	CAPS	Phenylephrine 40 mg added to 0.9% Sodium Chloride 250 mL in 250 mL Excel Bag
02/26/2025	Natural Dior LLC	Dietary Supplement
03/03/2025	Vitality	Vitality male enhancement dietary supplement capsules

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.

- 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 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

Sincerely,
 Imperial Pharmacy Department



Quality matters at Imperial Health

As part of our commitment to our members and health care partners, Imperial Health strives to achieve and maintain the highest quality and safety standards. To reach this goal, we follow standards developed by the National Committee for Quality Assurance (NCQA), among others. Quality objectives match the Imperial Health mission statement:

...ensure the delivery of medically necessary, achievable, quality patient care through the consistent management of health care services, through culturally competent coordinated, quality patient care in a comprehensive, member-centric manner.



The Imperial Health Quality team is available to support the needs of practitioners, office staff, and medical coders in Quality Improvement and Risk Adjustment areas, including:

- ▶ Identifying and helping to understand NCQA HEDIS and CMS Star performance measures and HCC gaps in care
- ▶ Providing office-level instruction on HCC coding best-practices
- ▶ Guidance on how to submit supplemental data throughout the year and track performance rates
- ▶ Registering new users on Cozeva's population health platform

To learn more, reach out to your assigned Quality Improvement Specialist, or send an email to QIM@imperialhealthholdings.com



Annual HEDIS® Hybrid Measure Record Collection for MY2024 is underway

In accordance with Federal and State laws and regulations and standards set forth by the National Committee for Quality Assurance (NCQA), provider groups under contract with Imperial Health are required to have health record keeping practices in place that comply with Imperial Health's standards and guidelines regarding confidentiality, availability, system of health record organization, and methods to assess the quality of health record keeping.

The Healthcare Effectiveness Data and Information Set (HEDIS®)¹ is one of the most widely used set of health care performance measures in the United States. Hybrid measures are measures in which additional information in the medical chart may be necessary to complement claims data in order to provide a full picture of the care/services provided and record compliance with a given performance measure.

Imperial Health has again contracted with Credo Health (“ChartFast”) to perform record collection for this mandated, time-sensitive, audit and compliance by your office and medical-records/HIM staff is vital to our joint success!



PLEASE RESPOND TO RECORDS REQUESTS WITHIN 3 DAYS AND BEGIN SUBMITTING REQUESTED RECORDS WITHIN 5 DAYS.

See the next page for details regarding:

- How Imperial Health Maintains Medical Record Confidentiality
- Are You Authorized to Comply with a Records Request from Imperial Health?

Medical record confidentiality:

Imperial Health strictly maintains the confidentiality of all records, and records are only accessed by authorized individuals adhering to the following guidelines:

- ▶ Records are used only for the purpose designated in the specific request
- ▶ Records are kept in a safe and secure location
- ▶ Records are appropriately destroyed when they are no longer needed for the purpose requested
- ▶ Records are not further disclosed or otherwise distributed

Medical record release:

A special authorization from your patient (our member) is **not** required prior to releasing a copy of the medical record to Imperial Health. Title 45 Code of Federal Regulations (CFR) Part 164.506 permits disclosures to other covered entities, such as the health plan, to carry out health care operations. 45 CFR 164.501 defines health care operations to include quality assessment and improvement activities, and 45 CFR 164.504 permits disclosures to business associates under contract to perform health care operations for covered entities. Imperial Health is a covered entity under the Health Insurance Portability and Accountability Act (HIPAA). Imperial Health secures the consent of our members for release of medical records upon enrollment. We are not asking for, nor do we want, any medical record information related to psychotherapy, HIV, substance use disorder, or developmental disabilities.

In addition, contractual agreements between Imperial Health and our participating providers contain an explicit provision that requires providers to provide member information when requested for quality review purposes.

Questions: If you or your staff have questions regarding HEDIS®, please reach out to your assigned Quality Improvement Specialist or email QIM@imperialhealthholdings.com.

1HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA)



Provider Webinar Calendar February 2025

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.

Webinar Series Schedule

Date Range: February 19th to February 27th 2025

▶ February 19th (Wednesday)

▶ February 20th (Thursday)

▶ February 26th (Wednesday)

▶ February 27th (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 March 2025

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.

Webinar Series Schedule

Date Range: March 5th to March 28th, 2025

▶ March 5th (Wednesday)

▶ March 19th (Wednesday)

▶ March 6th (Thursday)

▶ March 20th (Thursday)

▶ March 12th (Wednesday)

▶ March 26th (Wednesday)

▶ March 13th (Thursday)

▶ March 27th (Thursday)

Morning Sessions:

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

Afternoon Sessions:

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

Provider Webinar Calendar April 2025

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

Webinar Series Schedule

Date Range: April 2nd to April 30th , 2025

▶ April 2nd (Wednesday)

▶ April 16th (Wednesday)

▶ April 3rd (Thursday)

▶ April 17th (Thursday)

▶ April 9th (Wednesday)

▶ April 23rd (Wednesday)

▶ April 10th (Thursday)

▶ April 24th (Thursday)

▶ April 30th (Wednesday)

Morning Sessions:

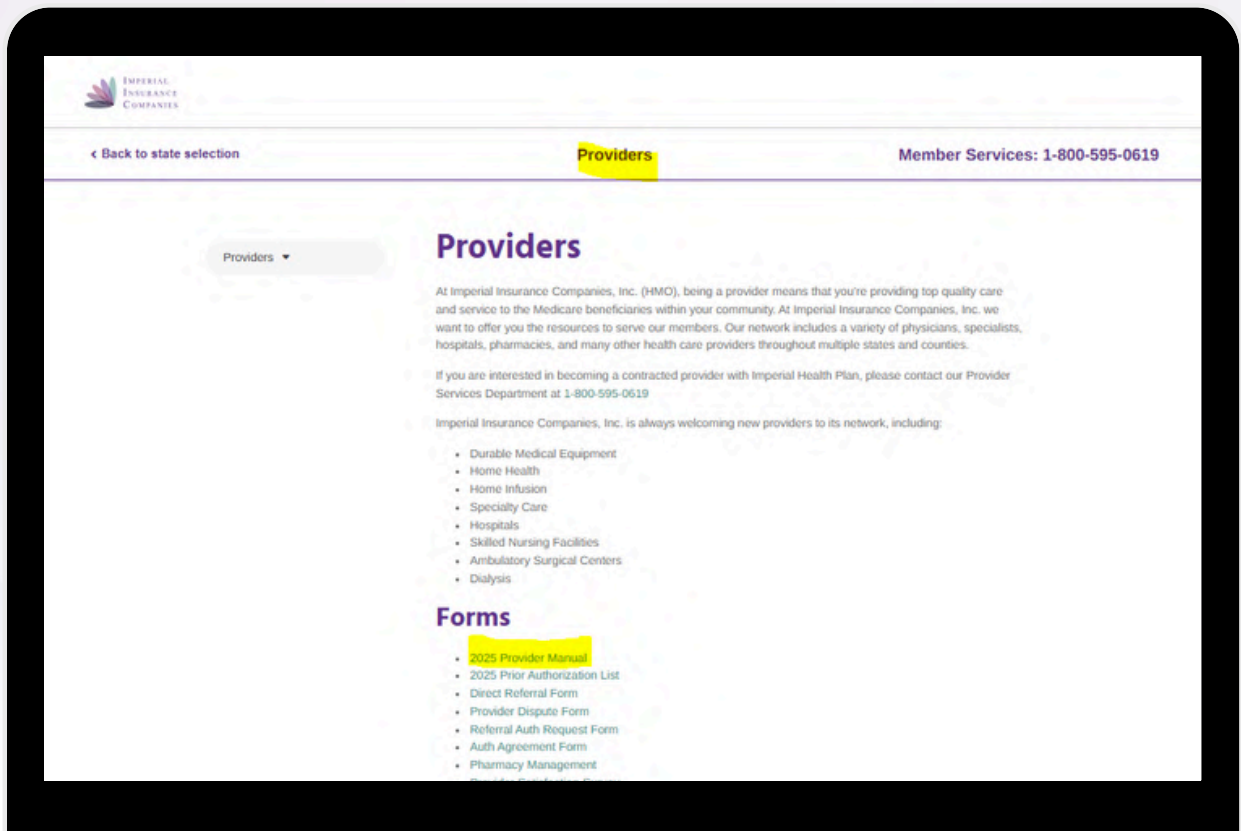
- CST: 10:00 AM – 11:00 AM
- PST: 8:00 AM – 9:00 AM

Afternoon Sessions:

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

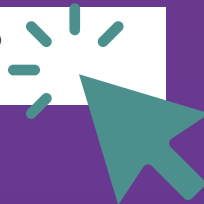


2025 Imperial Provider Manual is now added to our plan website:



www.imperialhealthplan.com

under "Providers", "Forms"



HEALTH OBSERVANCE DATES:

FEBRUARY

<i>February 7-14</i>	<u>Congenital Heart Defect Awareness Week</u>
<i>February 9-15</i>	<u>Heart Failure Awareness Week</u>
<i>February 9-15</i>	<u>Sepsis Survivor Week</u>
<i>February 14-21</i>	<u>National Condom Week</u>
<i>February 24 - March 2</i>	<u>National Eating Disorder Awareness Week</u>
<i>February 4</i>	<u>World Cancer Day</u>
<i>February 2</i>	<u>National Wear Red Day</u>
<i>February 7</i>	<u>Give Kids A Smile® Day</u>
<i>February 7</i>	<u>National Black HIV/AIDS Awareness Day</u>
<i>February 9</i>	<u>Toothache Day</u>
<i>February 14</i>	<u>National Donor Day</u>
<i>February 22</i>	<u>National Heart Valve Disease Awareness Day</u>
<i>February 29</i>	<u>Rare Disease Day</u>

HEALTH OBSERVANCE DATES:

MARCH

March 9-15

National Pulmonary Rehabilitation Week

March 9-15

Patient Safety Awareness Week

March 9-15

National Sleep Awareness Week

March 16-22

National Poison Prevention Week

March 10-16

Brain Awareness Week

March 18-24

National Drug and Alcohol Facts Week

March 3

World Birth Defects Day

March 10

National Women and Girls HIV/AIDS Awareness Day

March 13

World Kidney Day

March 14

World Sleep Day

March 20

National Native American HIV/AIDS Awareness Day

March 20

World Oral Health Day

March 21

World Down Syndrome Day

HEALTH OBSERVANCE DATES:

MARCH

March 24

World Tuberculosis Day

March 25

American Diabetes Alert Day

March 26

Epilepsy Awareness – Purple Day

March 30

National Doctors' Day

APRIL

April 7-13

National Public Health Week

April 11-17

Black Maternal Health Week

April 20-26

Medical Laboratory Professionals Week

April 13-19

Oral, Head, and Neck Cancer Awareness Week

April 20-26

National Pediatric Transplant Week

April 20-26

Pediatric Sepsis Week

April 20-26

National Infertility Awareness Week

April 15-21

Every Kid Healthy Week

HEALTH OBSERVANCE DATES:

APRIL

April 28 - May 4

National Infant Immunization Week

April 20-26

World Immunization Week

April 28 - May 4

Patient Experience Week

April 2

World Autism Awareness Day

April 7

World Health Day

April 10

National Youth HIV and AIDS Awareness Day

April 16

Annual National Healthcare Decisions Day

April 17

World Hemophilia Day

April 25

DNA Day

April 25

World Malaria Day

April 26

National Prescription Drug Take Back Day

April 28

World Day for Safety and Health at Work

April 30

APOL1-Mediated Kidney Disease (AMKD) Awareness Day



PEDIATRIC DENTAL

- Offered on all Imperial Plans

Member Portal with a dashboard, dentist finder, cost estimator offered by a new dental vendor, Delta Dental for 2025.

- Mobile Application available hosted by Delta Dental.



vsp[™]
vision care

Pediatric Vision - VSP

- ▶ 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.

IMPERIAL is pleased to formally announce the re-launch of



portal.imperialhealthholdings.com

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 Please allow 3-5 business days for inquiry response

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.

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



IMPERIAL HEALTH

Welcome to the Auth Submission and Claim Inquiry portal for:

Check eligibility, claim status, explanation of payment, submit documents securely, check authorization status quickly.

Imperial Health Holdings Medical Group (IHHMG)
 Imperial Health Plan of California (IHP-C)
 Imperial Insurance Companies (IICTX)
 Imperial Insurance Companies, INC (EIAAZ)
 Imperial Insurance Companies, INC (EIXNY)
 Imperial Insurance Companies, INC (EXTX)
 Imperial Health Plan of Southwest (EXUT)
 Lone Star Medical Group (LNSMG)
 Health Cosmos of New Mexico (COSNM)
 Health Cosmos of Arizona (COSAZ)
 Health Cosmos of Nevada (COSNV)



Did you know that you can now use Imperial's New Provider Portal?



Imperial Health Holdings Website

<http://imperialhealthholdings.com/>
 Imperial Health Plan Website
<https://www.imperialhealthplan.com>
 Did you know that you can now use Imperial's New Provider Portal?

submit documents securely, check authorization status quickly.



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.

OUR PLAN MUST HONOR YOUR RIGHTS AS A MEMBER OF THE PLAN

Imperial Insurance Companies, Inc. (the “plan”) has people and free interpreter services available to answer questions from disabled and non-English speaking members. We can also give you information in braille, in large print, or other alternate formats at no cost if you need it. We are required to give you information about the plan’s benefits in a format that is accessible and appropriate for you. To get information from us in a way that works for you, please call Member Services at 1-800-595-0619, TTY 711

November 1 – January 15: Monday – Sunday 6:00 a.m. – 8:00 p.m. PST

January 16 – October 31: Monday – Friday 6:00 a.m. – 8:00 p.m. PST

These rights and responsibilities are for all members, regardless of race, sex, culture, economic, educational, or religious background.

If you have any trouble getting information from our plan in a format that is accessible and appropriate for you, please call to file a grievance with Member Services at 1-800-595-0619, TTY 711. You may also file a complaint directly with the Office for Civil Rights. Contact information is included in your Evidence of Coverage.

You can locate our Members Rights and Responsibilities on our plan website:
www.imperialhealthplan.com under “Members”, “Member Rights and Responsibilities”

Introducing the ACA/Marketplace Member Payment Portal

Members may now make payments via our online payment portal by visiting



www.imperialhealthplan.com

Selecting their state and county from the drop-down menu and then clicking the “Pay Now” button.



Happy and healthy—that’s our goal.

Get all the information you need to take charge of your health.

PAY ONLINE

CONTACT INFORMATION

INDIVIDUAL EOC

UNIVERSAL GLOSSARY

TRANSPARENCY IN COVERAGE

MEMBER RIGHTS AND RESPONSIBILITIES

PRE-AUTHORIZATION FORM

PREAUTHORIZATION REQUIREMENTS

COMPLAINT REQUEST FORM

INTEROPERABILITY

HOW TO REQUEST A MEDICAL EXCEPTION

HEALTH MANAGEMENT PROGRAMS

2025 Member Quality Rewards Program



Reward yourself by taking care of your health!

Complete health screenings and tests before November 30, 2025, to earn up to \$100 per person in rewards!

\$25

Preventive Check Up

For members 21 and older who complete a preventive check up with their PCP.

\$15

Breast Cancer Screening

For members 40 and older recommended for a breast cancer screening who complete a mammogram.

\$15

Cervical Cancer Screening

For members 21 and older who complete a Cervical Cancer Screening.

\$10

A1c

Members 18 and older, enter your A1c reading in the Member Portal and earn your reward.

\$15

Colon Cancer Screening

For members 45 and older who complete a colonoscopy, flexible sigmoidoscopy or CT Colonography procedure.

\$10

Health Risk Assessment (HRA)

For all members: An HRA may be completed with a doctor or a member of Imperial's staff.

\$10

Flu Vaccine

For all members: Get the vaccine and increase your rewards.

**UPTO
\$30**

Weight Assessment & Physical Activities

Members younger than 21 years old, complete your BMI, Nutrition, and Physical Activity assessment or screening, as applicable, and earn \$10 for each item completed.

\$40

Well Child Visit

For members under 21 who complete a Well Child Visit with their PCP.

Reward funds are added to your **&more card** after Imperial receives and processes supporting documentation for the completed service or correct claims from your provider, please allow up to 30 days for processing.

Activities must be completed by November 30, 2025, to be eligible for a reward.



Call Imperial Member Services
with any questions:

1-800-595-0619, TTY 711

We are open November 1–January 15: Monday–Sunday, from 6:00 am–8:00 pm, PST, except holidays, and January 16–October 31: Monday–Friday, from 6:00 am–5:00 pm, PST, except holidays.



IMPERIAL
INSURANCE
COMPANIES



IMPERIAL
HEALTH PLAN
OF THE SOUTHWEST

Recompensas del Programa de Calidad para Miembros 2025



¡Recompénsese a sí mismo(a) cuidando de su salud!

Complete los exámenes de detección y pruebas médicas antes del 30 de noviembre de 2025 ¡para ganar hasta \$100 por persona en recompensas!



\$25

Control médico preventivo

Para miembros de 21 años y mayores que se realicen un control médico preventivo con su médico de atención primaria (primary care physician, PCP).

\$15

Examen de detección de cáncer de mama

Para miembros de 40 años y mayores a quienes se les recomienda un examen de detección de cáncer de mama y que se realicen una mamografía.

\$15

Examen de detección de cáncer de cuello uterino

Para miembros de 21 años y mayores que se realicen un examen de detección de cáncer de cuello uterino.

\$10

Hemoglobina A1c

Miembros de 18 años y mayores, ingresen su lectura de hemoglobina A1c en el Portal para miembros para ganar su recompensa.

\$15

Examen de detección de cáncer de colon

Para miembros de 45 años y mayores que completen una colonoscopia, sigmoidoscopia flexible o procedimiento de colonografía por tomografía computarizada (computed tomography, CT).

\$10

Evaluación de riesgos de salud (Health Risk Assessment, HRA)

Para todos los miembros: Pueden completar una HRA con un médico o con un miembro del personal de Imperial.

\$10

Vacuna contra la gripe

Para todos los miembros: Reciban la vacuna e incrementen sus recompensas.

HASTA \$30

Evaluación del peso y actividad física

Para miembros menores de 21 años de edad: Completen su evaluación o examen de detección de índice de masa corporal (body mass index, BMI), nutrición y actividad física, según corresponda, y ganen \$10 por cada evaluación o examen completado.

\$40

Consulta de control del niño sano

Para miembros menores de 21 años que completen una consulta de control del niño sano con su PCP.

Los fondos de las recompensas se añaden a su **tarjeta de &more** luego de que Imperial recibe y procesa la documentación de prueba del servicio que se completó o de los reclamos correctos que su proveedor envía. Por favor, proporciónenos hasta 30 días para procesar la información.

Las actividades deben completarse antes del 30 de noviembre de 2025 para ser elegibles para una recompensa.



Si tiene alguna pregunta, llame al
Departamento de Membresía de Imperial al:
1-800-595-0619, TTY 711

Nuestro horario de atención es de lunes a domingo de 6:00 a.m. a 8:00 p.m., hora del Pacífico, desde el 1° de noviembre hasta el 15 de enero, excepto días festivos, y de lunes a viernes de 6:00 a.m. a 5:00 p.m., hora del Pacífico, desde el 16 de enero hasta el 31 de octubre, excepto días festivos.



IMPERIAL
INSURANCE
COMPANIES



IMPERIAL
HEALTH PLAN
OF THE SOUTHWEST

Practitioner Credentialing & Rights

Practitioners are notified of their right to review and correct erroneous information obtained in the credentialing or re-credentialing process. This includes information from any outside primary source (state licensing boards, malpractice insurance carriers).



The right to review does not extend to references or recommendations or other information is peer review protected or if disclosure is prohibited by law. Before a decision is made, they may also ascertain the status of their application or reapplication at any time by contacting the Credentials Department at: Email: credentialingadmin@imperialhealthholdings.com

Practitioners receive notification of their rights by IMAS during the verification process or the appeal process if they do not meet their criteria after receiving a denial or termination of the network during the credentialing/recredentialing process.

If credentialing information obtained from other sources varies from that provided by the practitioner, the credential coordinator will notify the practitioner in writing for their response within ten working days.

The Credentialing Coordinator will make three attempts to collect the corrected information from the practitioner. Telephone, fax, email or letter are all acceptable forms of communication. The credentialing coordinator will advise the practitioner of acceptable formats when submitting corrected information.

Corrected information is accepted by the Credentialing Coordinator and documented in the credentialing system. The practitioner's application is pended until a decision is made by the Credentialing Committee.

The Credentialing Coordinator will date stamp receipt of corrected information and this information is kept in the practitioner's credential file maintained within the department. If the Credentialing Coordinator is unable to obtain the requested information, terminated practitioners can correct discrepant information under the IMAS appeal policy. Practitioners are notified that appeals must be submitted within (30) days.

Practitioners are notified of these rights in the Provider Manual and company website.



Exchange Member Grace Period Notification

The **Affordable Care Act (ACA)** mandates that all qualified health plans offering coverage through the Health Insurance Marketplace, provide a grace period of three consecutive months for APTC members who fail to pay their monthly premium by the due date. One month for non-subsidized/APTC members.

Claims Processing:

- Clean claims received for services rendered during the first month of a member's grace period will be processed using Imperials standard processes and in accordance with state and federal guidelines.
- Clean claims received during the second and third month of the members grace period can be pended until payment is made for all delinquent months.



EZ Net Alert

If a member is delinquent the provider will receive a pop-up notification when checking eligibility on our EZ Net Provider Portal.

