



IMPERIAL
INSURANCE
COMPANIES



IMPERIAL
HEALTH PLAN
OF THE SOUTHWEST

EXCHANGE IMPERIAL PROVIDER NEWSLETTER

SUMMER 2025

06/01/2025

Table of

CONTENTS

MESSAGE FROM OUR MEDICAL DIRECTOR	4 - 5
MESSAGE FROM OUR PHARMACY DEPARTMENT	6 - 8
MESSAGE FROM OUR QUALITY DEPARTMENT	9 - 11
PROVIDER WEBINAR CALENDAR	12 - 16
PROVIDER MANUAL	17
HEALTH OBSERVANCE DATES	18 - 19
PEDIATRIC DENTAL	20
PEDIATRIC VISION	21

Table of

CONTENTS

MAINTAIN YOUR ONLINE PROVIDER DIRECTORY INFO	22
EZ NET PROVIDER PORTAL	23
MEMBERS RIGHTS AND RESPONSIBILITIES	24
HOW TO PAY ON PORTAL	25
REWARDS & INCENTIVES	26 - 27
PRACTITIONER CREDENTIALING RIGHTS	28
EXCHANGE MEMBER GRACE PERIOD NOTIFICATION	29

Message from the Chief Medical Officer – Summer 2025 Exchange Newsletter

Dear Exchange Network Doctors, other Practitioners, IPAs, FDRs, and Partners,

It is with great excitement that I share that all Imperial Health entities are now NCQA Accredited for Health Plan products—including those offered on the Health Insurance Exchange. This milestone reflects our shared commitment to delivering quality, equitable, and person-centered care across all communities we serve in Texas, Arizona, Nevada, and Utah.

As we enter the second half of 2025, I'd like to highlight a few critical areas of focus for Exchange providers, aligned with quality, compliance, and operational excellence:

1. Clinical Tools for Better Care: MDCalc Now Available

- We encourage all practitioners to use MDCalc tools—now posted under the Provider Calculators section of our website. These evidence-based tools help guide decision-making for screening, diagnosis, and risk scoring across diverse patient populations.

2. Chronic Condition Recapture & Documentation

- Please verify and document all relevant chronic conditions accurately and completely in your EHR during the calendar year. Avoid overcoding or undercoding, and ensure documentation reflects the patient's current health status.

3. Operational Accuracy for Delegated or Capitated Providers

- If you operate under a capitated agreement with Imperial Health, we require 100% submission of all encounters and a minimum 99% coding accuracy rate. Timely and accurate data submission is essential for quality measurement, risk adjustment, and compliance.

4. Balanced Use of Services

- Delivering appropriate care—not too much and not too little—is vital. Monitor for overutilization and underutilization of covered services. Patient needs, evidence-based guidelines, and shared decision-making should guide utilization decisions



We Are Your Partners in Care

- At Imperial Health, we see you not just as contracted providers, but as essential partners—and part of our broader family. We are here to support you with a wide range of resources including care coordination programs, pharmacy support, behavioral health access, and digital tools for your practice.
- These newsletters serve as a gateway to helpful tools that enhance care delivery and improve member satisfaction. Please don't hesitate to reach out—your success is our mission.

Important Contacts Service Phone Number

- Quality dept. at QIM@imperialhealthholdings.com
- Provider Network at PNM@imperialhealthholdings.com
- Credentialing dept. at credentialingadmin@imperialhealthholdings.com
- Case Managers 1-800-708-8273
- Virtual Clinic 1-866-999-1415
- Lucet (Mental Health Support) 1-816-273-2362
- Plan Pharmacy Department 626-788-0178
- Nymbl Science App 1-800-672-6854
- MedImpact at 844-269-0977 (Pharmacy Benefit Manager support 24/7)
- Member services 1-800-595-0619, TTY 711

Thank you for your partnership,

Muthukumar Vaidyaraman, MD, MBA, FACHE

Chief Medical Officer

Imperial Insurance Companies & Imperial Health Plan of Southwest

2025 Provider Summer Newsletter

Immunization Updates

2025-2026 flu vaccines will be available at all pharmacies starting in summer of 2025. COVID-19 vaccines are available now! 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 upcoming 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.

Date	Brand-Names	Product-Description
5/6/2025	Endurance Boost	Dietary supplement for male performance and energy
4/18/2025	Amneal Pharmaceuticals LLC.	Ropivacaine Hydrochloride Injection, USP, 500mg/100mL IV bag
2/25/2025	CAPS	Phenylephrine 40 mg added to 0.9% Sodium Chloride 250 mL in 250 mL Excel Bag
2/25/2025	SinuCleanse	Soft Tip Squeeze Bottle Nasal Wash System
2/20/2025	Vitality	Vitality male enhancement dietary supplement capsules
2/18/2025	BD	ChloraPrep Clear 1 mL applicator skin preparation product
2/14/2025	ICU Medical	POTASSIUM CHLORIDE Inj. 20 mEq and 10 mEq
1/31/2025	Alvogen	Fentanyl Transdermal System 25 mcg/h transdermal patches
1/24/2025	Provepharm Inc.	Phenylephrine hydrochloride Injection, USP, 10 mg/mL

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



Improve performance and better manage patient care with Imperial Health Plan new web-based platform

Imperial Health Plan recently made a significant investment to offer COZEVA at no cost to participating providers. COZEVA is a powerful population health and analytics platform that will allow you to better monitor and take action on performance gaps for quality and risk measures.

Advantages of Using COZEVA:

- Great tool for Providers, Medical assistants and Office staff for chart prep to Provide Patients with the most efficient care.
- Receive timely data on Quality and Risk Performance. Trend your scores over time.
- Review open care gaps and chronic conditions for your Imperial Health Plan patients. Use batching and bulk printing of face sheets to facilitate pre-visit planning.
- Close care gaps instantly by submitting attestations for measure compliance or exclusion and uploading proof-of-service documentation.
- Based on the system you use, integrate your EHR system with COZEVA and eliminate double documentation.



For more information please contact the Imperial Health Plan Quality Improvement team via email at QIM@imperialhealthholdings.com to register for Cozeva today!



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

May 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: May 1st to May 31st, 2025

▶ May 1st (Thursday)

▶ May 7th (Wednesday)

▶ May 8th (Thursday)

▶ May 14th (Wednesday)

▶ May 15th (Wednesday)

▶ May 21st (Wednesday)

▶ May 22nd (Thursday)

▶ May 28th (Wednesday)

▶ May 29th (Thursday)

Afternoon Sessions:

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



Provider Webinar Calendar June 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: June 4th to June 26th, 2025

▶ June 4th (Wednesday)

▶ June 5th (Thursday)

▶ June 11th (Wednesday)

▶ June 12th (Thursday)

▶ June 18th (Wednesday)

▶ June 19th (Thursday)

▶ June 25th (Wednesday)

▶ June 26th (Thursday)

Afternoon Sessions:

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

Provider Webinar Calendar July 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: July 2nd - 31st, 2025

▶ July 2nd (Wednesday)

▶ July 3rd (Thursday)

▶ July 9th (Wednesday)

▶ July 10th (Thursday)

▶ July 16th (Wednesday)

▶ July 17th (Thursday)

▶ July 23rd (Wednesday)

▶ July 24th (Thursday)

▶ July 30th (Wednesday)

▶ July 31st (Thursday)

Afternoon Sessions:

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

Provider Webinar Calendar

August 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: August 6th - August 28th, 2025

▶ August 6th (Wednesday)

▶ August 7th (Thursday)

▶ August 13th (Wednesday)

▶ August 14th (Thursday)

▶ August 20th (Wednesday)

▶ August 21st (Thursday)

▶ August 27th (Wednesday)

▶ August 28th (Thursday)

Afternoon Sessions:

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



Provider Webinar Calendar September 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: September 3rd - September 25th, 2025

▶ September 3rd (Wednesday)

▶ September 4th (Thursday)

▶ September 10th (Wednesday)

▶ September 11th (Thursday)

▶ September 17th (Wednesday)

▶ September 18th (Thursday)

▶ September 24th (Wednesday)

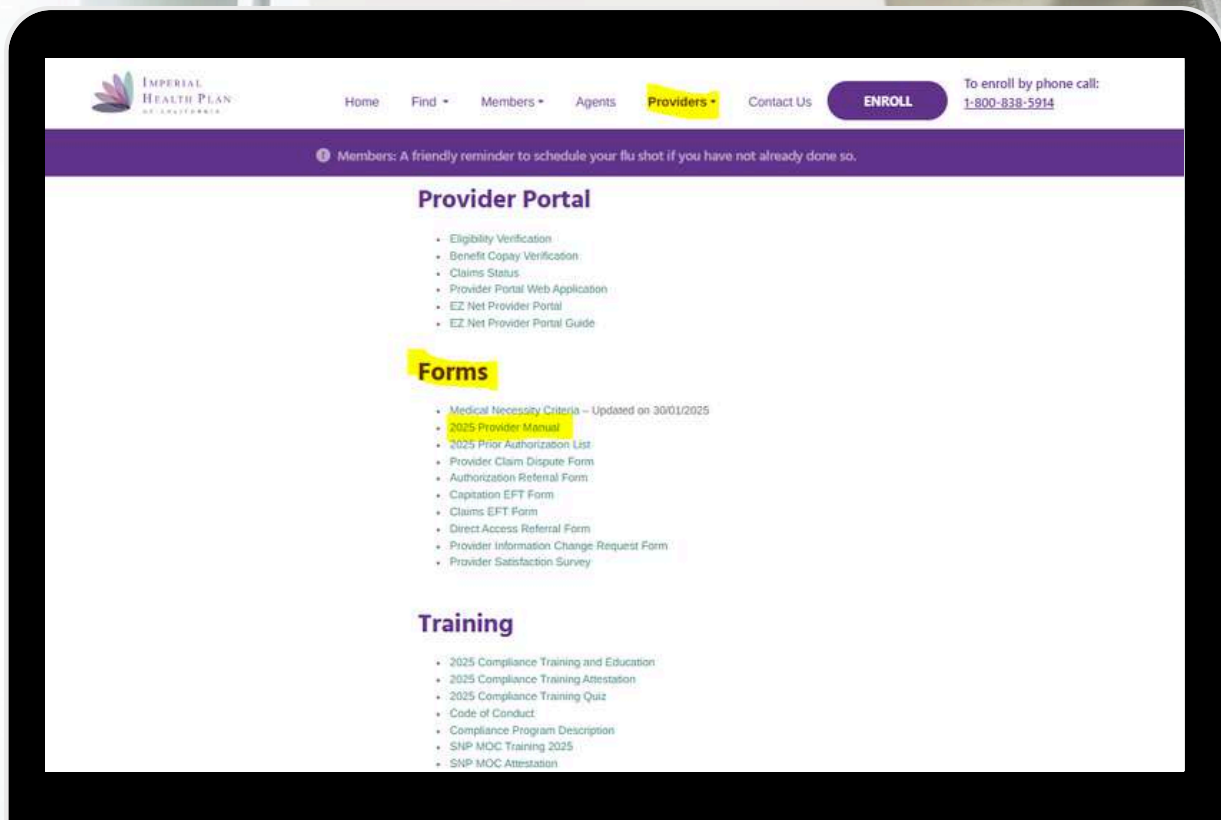
▶ September 25th (Thursday)

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

Choose a State and County under Marketplace then
Go to "Providers" and then select under "Forms"



HEALTH OBSERVANCE DATES:

JUNE

June 1

National Cancer Survivors Day

June 8

World Brain Tumor Day

June 14

Family Health and Fitness Day

June 14

World Blood Donor Day

June 18

Autistic Pride Day

June 19

World Sickle Cell Day

June 25

World Vitiligo Day

June 27

National HIV Testing Day

June 9-15

Men's Health Week

June 22-28

Helen Keller Deaf-Blind Awareness Week

- Alzheimer's & Brain Awareness Month
- Cataract Awareness Month
- Men's Health Month
- Myasthenia Gravis Awareness Month
- National Aphasia Awareness Month
- National Congenital Cytomegalovirus Awareness Month
- National Migraine and Headache Awareness Month
- National Scleroderma Awareness Month
- PTSD Awareness Month
- Scoliosis Awareness Month

HEALTH OBSERVANCE DATES:

JULY

July 28

World Hepatitis Day

- Cord Blood Awareness Month
- Group B Strep Awareness Month
- Healthy Vision Month
- Juvenile Arthritis Awareness Month
- National Cleft & Craniofacial Awareness & Prevention Month
- Sarcoma Awareness Month
- UV Safety Month

AUGUST

August 1

World Lung Cancer Day

August 31

International Overdose Awareness Day

August 1-7

World Breastfeeding Week

August 4-10

National Health Center Week

August 12-18

OSHA's Safe and Sound Week

- Children's Eye Health and Safety Month
- Digestive Tract Paralysis Awareness Month
- Gastroparesis Awareness Month
- National Breastfeeding Month
- National Immunization Awareness Month
- Psoriasis Action Month

PEDIATRIC DENTAL

The Delta Dental logo, featuring a stylized white triangle icon followed by the text "DELTA DENTAL" in white capital letters, all set against a green rectangular background.

➤ Offered on all Imperial Plans

➤ Member Portal with a dashboard, dentist finder, cost estimator offered by a new dental vendor, Delta Dental for 2025.
<https://www.deltadentalins.com>

➤ Mobile Application available hosted by Delta Dental.

PEDIATRIC VISION - VSP



Access to strong provider network.



Freedom to choose your doctor and eyewear.

MAINTAIN YOUR ONLINE PROVIDER DIRECTORY INFORMATION

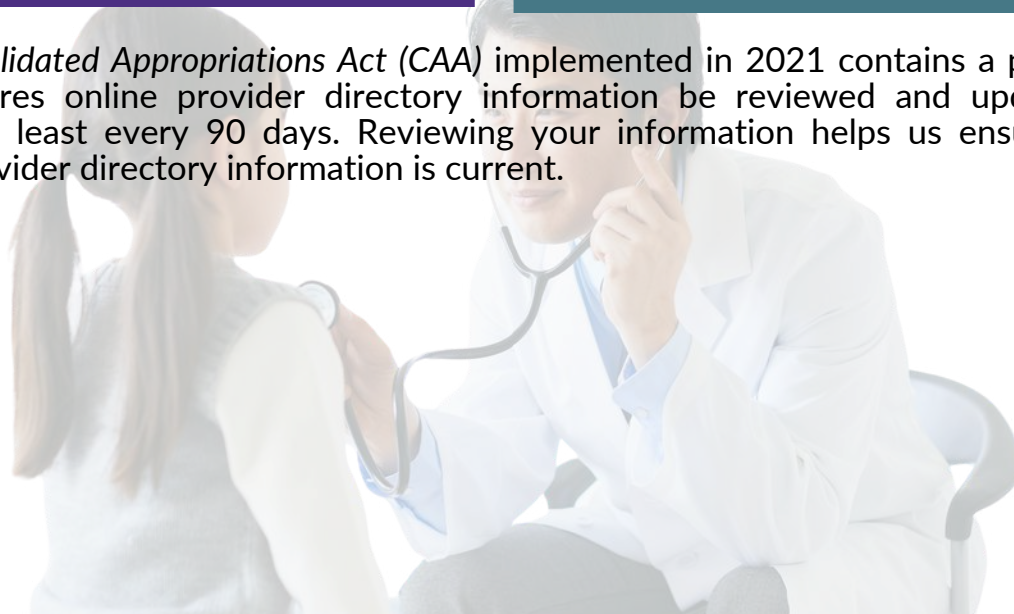
Maintaining your online provider directory information is essential for consumers and healthcare partners to connect with you when needed. Please review your information frequently and let us know if any of your information we show in our online directory has changed.

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



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 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.

MEMBERS 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

Our plan has staff 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 1-800-838-8271 October 1 – March 31: Monday – Sunday, from 8:00 a.m. – 8:00 p.m. PST April 1 – September 30: Monday – Friday, from 8:00 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. Refer to Chapter 8: Rights and Responsibilities in your Evidence of Coverage.

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 1-800-838-8271. You may also file a complaint with Medicare by calling 1-800-MEDICARE (1-800-633-4227) or directly with the Office for Civil Rights. Contact information is included in this Evidence of Coverage or with this mailing, or you may contact Member Services for additional information at the number listed above.

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.

**UP TO
\$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.

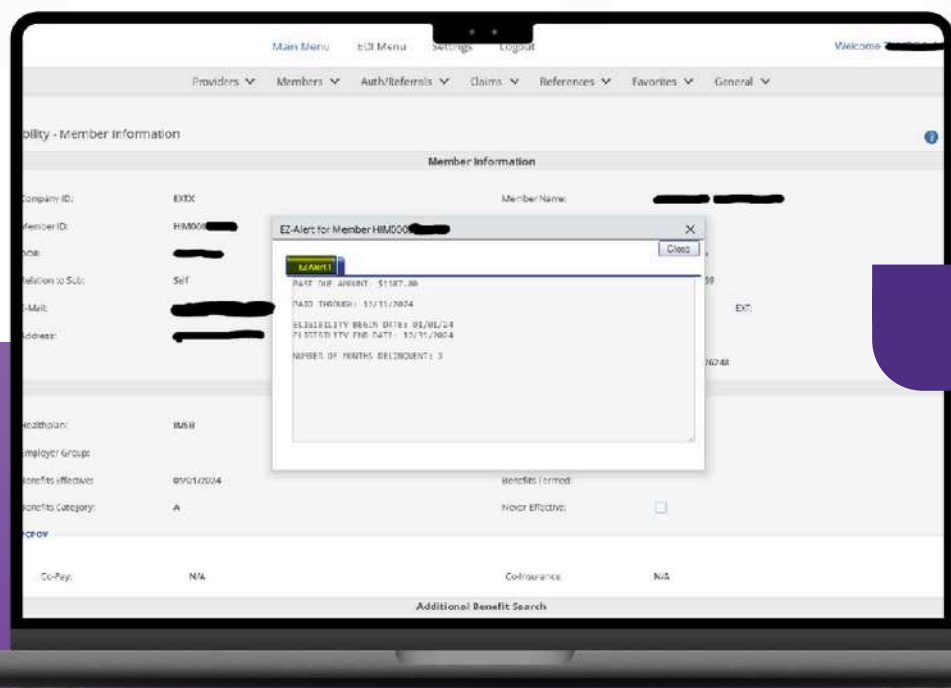
Practitioners are notified of these rights in the Provider Manual and company website.

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 subsidized members who fail to pay their monthly premium by the due date. One month of grace period 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.