

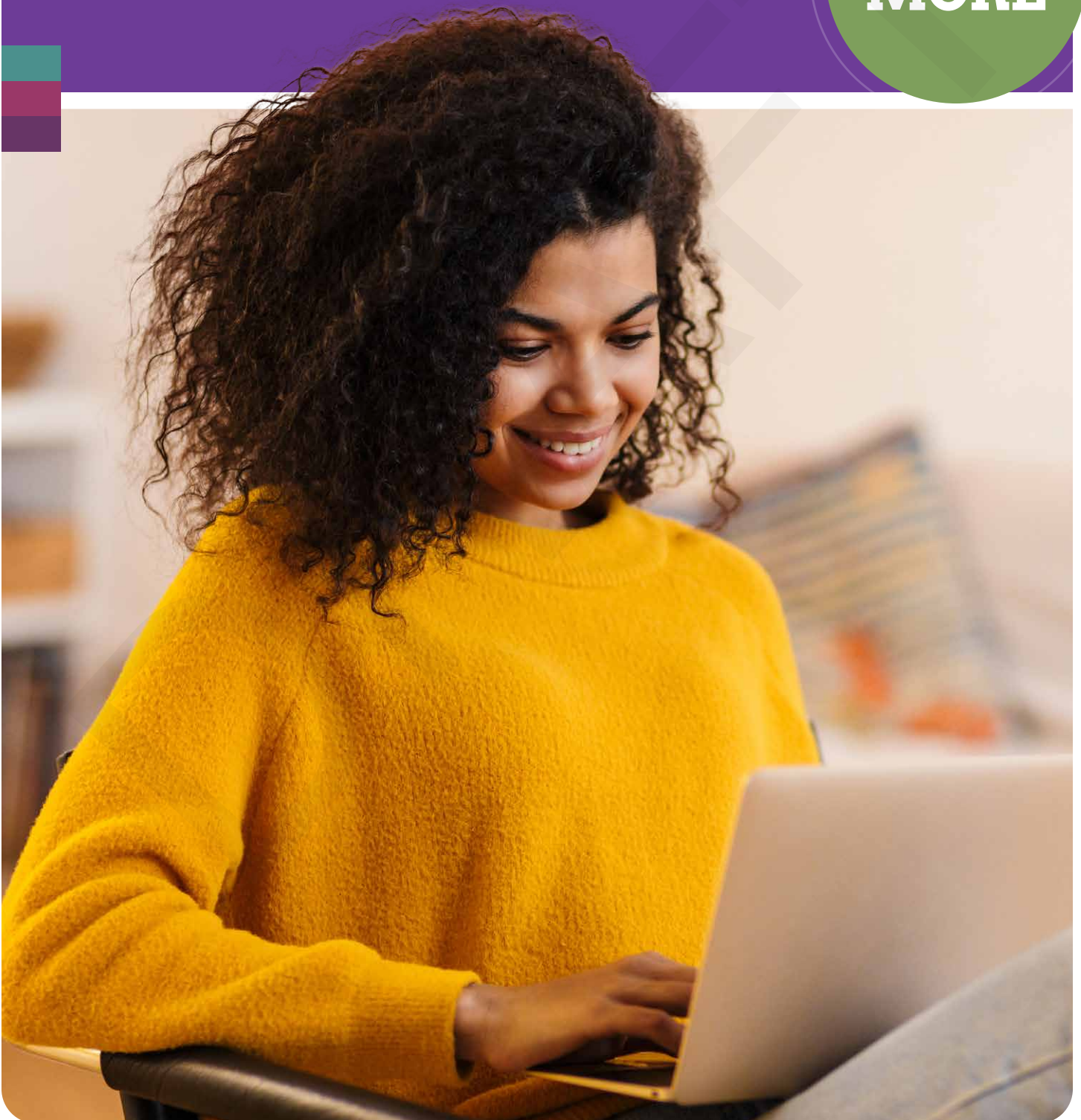
SPRING  
2025

# MEMBER NEWSLETTER

**IMPORTANT HEALTH  
TIPS FROM OUR  
CHIEF MEDICAL  
OFFICER**

**IMPERIAL'S  
POPULATION HEALTH/  
CASE MANAGEMENT  
PROGRAMS**

+ MUCH  
**MORE**



IMPERIAL  
INSURANCE  
COMPANIES



IMPERIAL  
HEALTH PLAN  
OF THE SOUTHWEST

# IMPORTANT HEALTH TIPS FROM OUR CHIEF MEDICAL OFFICER

## DEAR MEMBER,

At **Imperial Insurance Companies and Imperial Health Plan of the Southwest**, your health and well-being come first. Whether you live in Texas, Arizona, Nevada, or Utah, we are here to support you with personalized care and trusted programs.

This newsletter includes helpful reminders about preventive care, screenings, follow-up care, and programs to help manage your health. You'll also find tips for staying healthy this spring. When your doctor isn't available, please contact our Virtual Clinic for same-day phone or video support.

## PREVENTIVE CARE IS POWERFUL

Preventive services help you stay healthy and catch problems early. Many of these services do not require prior authorization—just an order from your doctor.

These include:

- Cancer screenings
- Diabetes and cholesterol checks
- Mental health screenings

Learn more:

[USPSTF Recommendations](#)

## STAY ON TRACK: HOW OFTEN TO TALK WITH YOUR DOCTOR

Here are important check-in points to discuss during visits—or through our Virtual Clinic if your doctor isn't available:

1. **Flu Vaccine** – Every flu season (Fall/Winter)
2. **Breast Cancer Screening** (Women 50–74) – annually
3. **Colorectal Cancer Screening** (Ages 45–75) – Colonoscopy (every 10 years), FIT-DNA (every 3 years), FOBT (every year)
4. **Mental Health** – At least once a year or as needed
5. **Physical Health & Activity** – Ask how pain or health may be limiting your daily life
6. **Osteoporosis Screening** (Women 65+ or at risk) – Every 2 years or sooner after a fracture
7. **Fall Risk** (65+ or if at risk) – Once a year or after a fall
8. **Bladder Control** (65+ or with symptoms) – Every 6 months
9. **Diabetes** (Age 18–75) – A1C, eye, kidney tests yearly; ask about statins if needed
10. **High Blood Pressure** (Age 18–85) – Aim for below 140/90; ask about statins if at risk
11. **Medication Review** – Every visit; especially for long-term opioid, benzodiazepine, or anticholinergic use
12. **After ER or Hospital Stay** – Follow up with your doctor within 7 days

**AT IMPERIAL INSURANCE COMPANIES AND IMPERIAL HEALTH PLAN OF THE SOUTHWEST, YOUR HEALTH AND WELL-BEING COME FIRST.**



TAKE CARE OF YOUR MIND AND BODY

BODY HEALTH

Talk with your doctor about how you feel and if anything is limiting your daily activities.

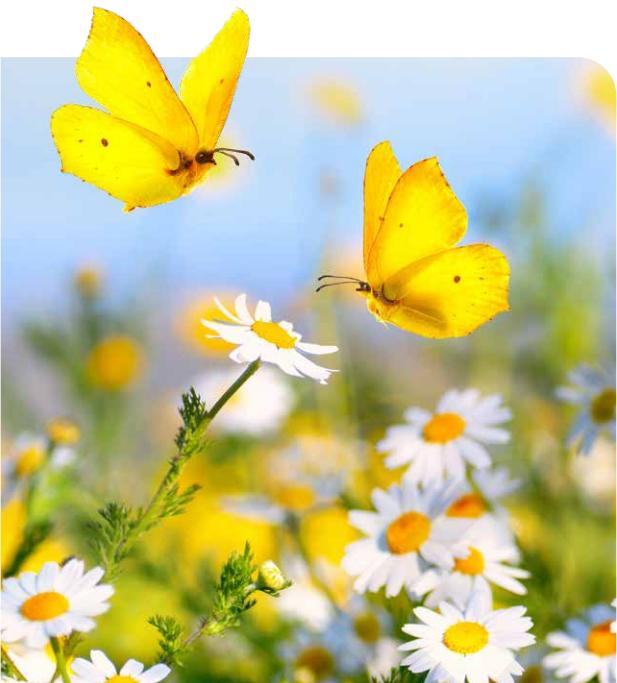
If needed, Imperial can help you schedule an appointment with a specialist.

MIND HEALTH

If you're feeling anxious, down, or tired, talk with your provider.

Imperial has partnered with Lucet, a behavioral health organization, to connect you with licensed therapists.

In a crisis, visit [988lifeline.org](https://www.988lifeline.org) or call 988.



SIMPLE TIPS FOR A HEALTHIER SPRING

- Flu, COVID-19, and RSV vaccines can be given during the same visit
- Stay active: even short walks are helpful
- Eat fresh, seasonal fruits and vegetables
- Drink plenty of water unless advised otherwise
- Schedule your wellness exam, lab work, or needed screenings

Visit us at: [exchange.imperialhealthplan.com](https://exchange.imperialhealthplan.com)

HOW IMPERIAL INSURANCE COMPANIES AND IMPERIAL HEALTH PLAN OF THE SOUTHWEST SUPPORT YOU

We offer custom care programs to support your needs:

Population Health and Case Management Programs

Our teams help with care coordination, appointment scheduling, and follow-up with your doctors.

Pharmacy Programs

We can answer questions about your medications, help you find lower-cost alternatives, and offer home delivery through Birdi Mail Order.

For help with any of these programs, call us at (626) 788-0178.

NEED HELP? WE'RE JUST A CALL AWAY

Service	Phone Number
Case Managers	1-800-708-8273
Virtual Clinic	1-866-999-1415 (TTY: 711)
Lucet Behavioral Health (Mental Health Support)	1-833-838-8200 Call customer service 24/7
Pharmacy Department	1-626-788-0178

In a crisis, visit [988lifeline.org](https://www.988lifeline.org) or call 988.

Yours in good health,

Dr. Muthukumar Vaidyaraman, MD,  
MBA, FACHE  
Chief Medical Officer

Raelynn Schafer, RN, MBA  
Director of Clinical Services

Evelyn Cho, PharmD  
Director of Pharmacy Services  
& Population Health

# IMPERIAL'S PHARMACY TEAM



Our team may be small, but we're a powerhouse of specially trained Pharmacists, Pharmacy Technicians, and Pharmacy Concierges. We're experts in pharmacy benefits, formulary management, coverage determinations, appeals, and much 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](mailto:Patientcare@birdirx.com), [www.medimpact.com](http://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](http://www.imperialhealthplan.com)

Phone: (626) 788-0178

Fax: (626) 689-4232

Text: (626) 322-2933

Hours: 8:30 am–5:00 pm Monday–Friday

## TRAVEL WITH PEACE OF MIND!

Planning a trip is exciting, but sometimes things don't go as planned. **Imperial Insurance Companies and Imperial Health Plan of the Southwest** offer flexible pharmacy options to make sure you have the medications you need—so you can relax and enjoy your travels.

### Vacation Override – One Time Per Medication, Per Year

If you're going out of town or traveling overseas, you may qualify for an **early refill** of your medication through our Vacation Override program. This benefit can be used once per year for each medication. For certain medications, we can provide up to a 100-day supply to cover your time away, so you're fully prepared and stress-free.

### LOST OR DAMAGED MEDICATION REFILL – ONCE EVERY 6 MONTHS, PER MEDICATION

If your medication is lost or accidentally damaged, you can use our Lost Medication Refill benefit. This allows you to get a replacement refill once every 6 months for each medication.

We're here to help you stay on top of your health, no matter where your travels take you!

# PHARMACY BENEFITS AND MANAGEMENT UPDATES

Check your 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.

**Additionally, depending on eligibility, we offer various health benefits:**

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 offers behavioral health benefits at no extra cost to you! See page 7 for more details. 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).

## MEMBER PAYMENT PORTAL

1. Navigate to our website: [www.imperialhealthplan.com](http://www.imperialhealthplan.com). Select your state and county from drop down under "Marketplace".
2. Scroll down on the state page until you see "Pay Online".
3. You will be redirected to our secure payment portal. Click "Go to URL".
4. Locate your account by entering your Social Security Number.
5. Your current amount due will appear on the screen. Click on the plan you wish to make a payment on. Select "Make a Payment". Can also sign up for auto pay.
6. Select "Payment Amount." You may select the "Current Amount" due or enter a "Custom Amount".
7. Add payment method and enter Credit, Debit, or Checking details.
8. Review your payment and select "Submit" to submit your payment.
9. Once you submit your payment, you will receive a confirmation on the next page.



• REMINDER



# 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.

These programs help us understand and address the unique health needs of our community.

## SOME OF THE OFFERED PROGRAMS INCLUDE:



DIABETES MANAGEMENT PROGRAM



SMOKING CESSATION PROGRAM



ASTHMA MANAGEMENT PROGRAM



CASE MANAGEMENT PROGRAM

For more information about our programs, please call:  
(626) 788-0178\* (TTY:711), M-F from 8:30 am-5:00 pm.

## SPECIAL ENROLLMENT PERIOD – GET COVERED NOW!

If you've recently experienced a qualifying life event—such as losing health coverage, moving, getting married, or having a baby—you may be eligible to enroll in or change your health plan outside of the annual Open Enrollment Period.

### WHO QUALIFIES?

Those with major life changes like:

Loss of job-based health insurance

Moving to a new area

Marriage, divorce, or new dependents

Other qualifying events

We're here to help!

Contact us today to review your options and find the best plan for you.

## COMPLETE YOUR HEALTH RISK ASSESMENT

Visit the [Health Management Program](#) page on our website for practical health tips, preventative care services, 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.

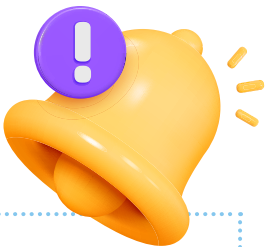
### WE ARE HERE FOR YOU

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.



• REMINDER

# ADDITIONAL REMINDERS



## LUCET MAKES FINDING BEHAVIORAL HEALTH SUPPORT SIMPLE

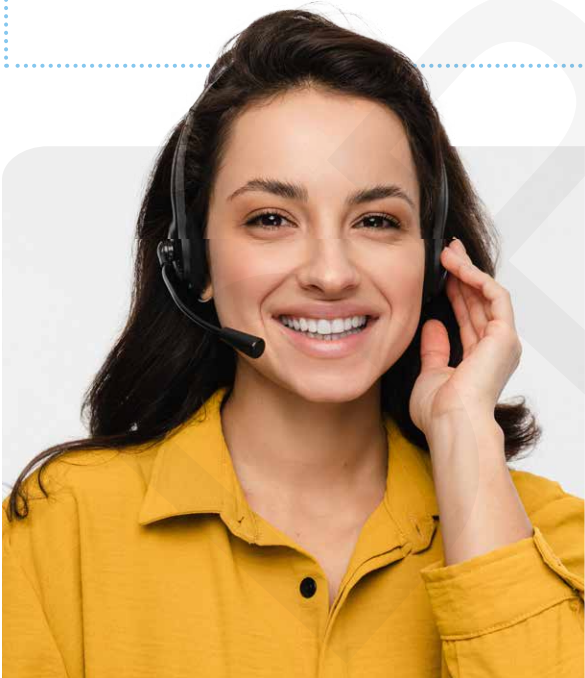
We know that finding the right mental health support can sometimes be overwhelming. Here at Imperial Insurance Companies and Imperial Health Plan of the Southwest, we want to make your journey easier, which is why we've partnered with Lucet, to provide you with resources to help you get the care you deserve.

Whether you're looking for immediate support or ongoing care, Imperial & Lucet are here to help 24 hours a day, 7 days a week. With Lucet, you can:

- Find care quickly—Lucet will help guide you to the right services, so you don't have to navigate the system on your own. As Imperial Health Plan's mental health concierge, they will help you get connected to appropriate services and resources on one phone call. Lucet's care navigators will discuss your needs, your preferences in location and providers and will direct schedule you into an appointment.

- Access mental health resources on demand—The Lucet Resource Center has a wide variety of resources on mental and behavioral health topics available to you at any time. From discovering mental health myths and facts and in our updated Mental Health Awareness Toolkit or learning more about Substance Use Disorders, they'll guide you to the right resources and meet you where you are.
- Receive Care Management Support—Lucet's Care Management teams will help coordinate your care and assist you in accessing appropriate treatment, understanding behavioral health benefits and community resources, allowing you to focus on what matters to you without worrying about the details, completely free.

Taking care of your mental health should be easy, and with Lucet, it is. For more information, call Lucet, Imperial Health Plan's behavioral health partner at 1-833-838-8200 anytime to get started.



## 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.

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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