



IMPERIAL PROVIDER NEWSLETTER



**SUMMER/FALL
2024**

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MISSION

Deliver valuable care so our members are healthy in body, mind, and spirit to achieve their inherent potential.

VISION

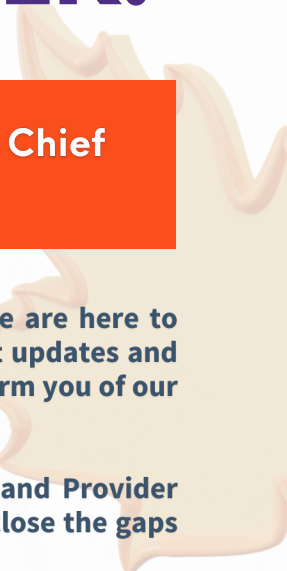
Deliver value-based care that is clinically effective, sustainable, and achieves exceptional outcomes.

WELCOME TO OUR SUMMER/FALL NEWSLETTER!

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

Hello everyone,
As we move into winter, we hope you and your families are staying warm and healthy. We are here to support you and provide the best care possible. In this newsletter, we have some important updates and tips to share with your patients. As a quality focused organization, we are also excited to inform you of our decision to seek full accreditation from NCQA for the Health Plan product.

Actively seek out and close quality gaps identified by the HEDIS and STARS. Our Quality and Provider network teams stand ready to guide those need additional resources or directly arrange to close the gaps in a timely manner. An annual wellness visit (AWV) is a great place to start.



Encourage your patients to take care of their Health (both Physical and Mental)

Interactive Population Health Management (PHM) Programs



It's important to take good care of yourself and your patients. 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 a 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).

Population health means looking at the health of everyone in our community and finding ways to help everyone stay healthy. At Imperial Health, 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.

Imperial Health has been operating Interactive Population Health Management (PHM) programs for Medicare and Exchange members since the beginning of 2023. These programs help us understand and address the unique health needs of our community. Our PHM programs may include, but are not limited to:

- ☑ Case Management Program
- ☑ Diabetes Management Program
- ☑ Medication Therapy Management Program
- ☑ Cardiovascular Disease Management Program
- ☑ Flu Vaccine Program
- ☑ Meals on Wheels



Important Screenings and Preventive Services

We encourage you to take advantage of the preventive services recommended by the US Preventive 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 any licensed qualified provider. To learn more about these services and how they can help you, visit the USPSTF recommendations page [here](#). You can also check out the Medicare preventive services available to you [here](#).



Simple Additional Reminders to recommend to your Patients

- ☒ **Fall Prevention:** Make your home safer by removing tripping hazards, using non-slip mats, and installing grab bars if needed.
- ☒ **Bladder Incontinence:** If you experience bladder control issues, talk to your doctor. There are treatments and exercises that can help.
- ☒ **Mental Health Screenings:** Regular mental health check-ups are important. If you feel anxious, depressed, or just not yourself, please seek help.

When are Memory Problems a Sign of Dementia?

Educating your patients on recognizing the Warning Signs



Our brain changes with age just like the rest of the body. As we get older, brain cells change and don't communicate as effectively as they used to. These changes can contribute to minor forgetfulness, such as misplacing car keys or occasional memory blanks during stress or from lack of restful sleep.

These normal memory lapses differ from dementia, which occurs when brain cells are damaged by an injury or disease. Memory and thinking problems that aren't a normal part of aging include:

- ☒ Trouble making choices or handling money
- ☒ Repeating things in the same conversation
- ☒ Shifts in mood and personality
- ☒ Withdrawing from work or social activities
- ☒ Forgetting how to perform regular tasks, such as tying shoes
- ☒ Confusion about time or place

If you notice these changes or others that affect your loved one's daily life, it's important to speak up.

Steps to Getting Help

The first step to getting help is to talk with your loved one's primary care provider.

Suicide Prevention

Mental health is just as important as physical health. If your patient or someone they know is in crisis, help is available. They can talk or text to someone now by visiting 988 Suicide & Crisis Lifeline.

Programs and Services

We are excited to remind you of some of our programs designed to support your patient's health:

- ☒ **Telehealth Services:** They can now see their doctor from the comfort of their home using our telehealth services. It's easy and safe.
- ☒ **Wellness Checks:** We are offering wellness checks to make sure they are getting the care they need. If you haven't had a check-up recently, please schedule one.

Supporting Your Patients & Practice!

Here's how we work together to provide quality care.

- ☒ **Complex Care:** Assisting patients with complex needs? We offer a dedicated Complex Case Management program. Learn more about referrals at Complex Case Management, www.imperialhealthplan.com. Ph#: 1-626-655-8820.
- ☒ **Utilization Management:** Access up-to-date Utilization Management (UM) criteria to ensure appropriate care. Visit UM Criteria, at www.imperialhealthplan.com and for detailed procedures, go to UM Procedures, www.imperialhealthplan.com.

☒ **Member Support:** Our team is here to help! We offer TDD/TTY services and language assistance for members discussing UM and other healthcare needs. Call 800-838-8271 or visit Member Services at www.imperialhealthplan.com.

☒ **Pharmacy Management:** Streamline medication management. Learn about our pharmacy network, prior authorization procedures, and more at Pharmacy Resources at www.imperialhealthplan.com.



Supporting Your Patients & Practice!

☒ **Member Rights & Responsibilities:** Ensure informed patient decisions. Review member rights and responsibilities at Member Rights & Responsibilities www.imperialhealthplan.com.

☒ **Practitioner Credentialing & Rights:**

o **Streamlined Credentialing:** We strive for a smooth credentialing process. Learn more about eligibility requirements, application procedures, and timelines on our website: www.imperialhealthplan.com.

o **Your Rights Throughout the Process:** We value your participation in our network. Get informed about your rights during credentialing, including the right to be informed of application status and the right to appeal decisions. Review details on our Provider Manual at www.imperialhealthplan.com.

Together, we can deliver quality care for everyone. You can also find more information on our website. Visit our website at www.imperialhealthplan.com for more information.

Stay healthy and happy!

Warm regards,

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



MESSAGE FROM OUR PHARMACY DEPARTMENT

As we have just crossed the halfway point of 2024, the Pharmacy Services Department at Imperial wants to focus and emphasize our efforts on our members and their adherence to medications. As you all know, medication adherence is vital to your patient's overall health and wellness. Our pharmacy department team will continue reaching out to individual IPA groups to discuss their patients' needs. Together, we want to create a plan to improve and achieve the greatest level of adherence.

As a healthcare provider, you can make a significant impact on medication adherence by:

Utilizing the 100-day supply benefit: Our health plan offers a 100-day supply of most maintenance medications. Encouraging your patients to use this benefit can significantly reduce trips to the pharmacy and lower medication costs.

Clear communication and education: Take the time to clearly communicate with and educate your patients about their medications. Explain what each medication is for and why it is important to take it regularly. Patients who understand the purpose and benefits of their medications are more likely to adhere to their medication regimen.

Involving family members and caregivers: Educate them about the medications and their importance so they can support the patient in taking their medications as prescribed.

Prescribing cost-effective medications: Prescribe generic medications whenever possible to save your patients money. Lower-cost medications can reduce the financial burden on patients, making them more likely to adhere to their treatment plan.

Implementing these strategies can help improve your patient's medication adherence, leading to better health outcomes and reduced healthcare costs. Thank you for being so committed to providing exceptional care for our members.

You might hear from our team regularly regarding your patients' medications. Please help us by responding to our requests so that we can keep our members adherent. We invite you to contact us if you have any questions or concerns. Our team is a small but mighty group of specially trained Pharmacists, Pharmacy Technicians, and Pharmacy Concierges. We are experts in pharmacy benefits, formulary, coverage determinations, appeals, and more. We hope that by collaborating, we can help optimize the health of our members.



FLU SEASON IS JUST AROUND THE CORNER.

The The Centers for Disease Control and Prevention (CDC) recommends that everyone six months and older get a flu vaccine yearly.

Thank you for emphasizing the importance of flu vaccination! Encouraging patients to get their flu shots is crucial for public health. By promoting vaccination, we can collectively reduce the impact of flu season. Remember that flu shots are typically available starting in August, so it's a great time to spread the word and encourage everyone to protect themselves and their communities.

Give us a call, fax, or email. It is our pleasure to assist you.

Phone (626) 788-0178

Fax (626) 689-4232

Pharmacy@imperialhealthplan.com



ALLERGY SEASON SYMPTOMS & TREATMENTS

Be sure to discuss allergy symptoms and available treatments with your patients this allergy season.



Seasonal Allergy Symptoms

The allergy symptoms you will experience in California will vary based on the severity of your allergies and the time of year you are in California.

Symptoms you might experience in California include:

- Stuffy nose
- Itchy and watery eyes
- Congestion
- Headaches
- Sneezing
- Brain fog
- Post-nasal drip
- Aggravated asthma symptoms

Limit Exposure

An effective method of decreasing your symptoms is limiting your exposure to the allergens that are triggering your allergies. While pollen can be difficult to avoid, there are ways that you can decrease your exposure to pollen in California.

- **Check daily pollen count:** Keep an eye on pollen levels to see how high they are in California for the day. If it's a high pollen count, try limiting your time outside that day. Pollen tends to be at its highest in the morning and afternoon in California. Evening hours will be the best time to go outside during the California allergy season.
- **Trim trees, mow the lawn, and pull weeds:** By keeping tree branches trimmed, grass short, and your lawn free of weeds, you can reduce the pollen that will be released directly around your home in California.
- **Wear a mask outdoors:** Wearing a dust mask when you go outside in California can help prevent pollen from getting in your airways.
- **Clean regularly:** Pollen is a very sticky substance, meaning it'll get in your home and on you and your clothes. Be sure to clean your house and do laundry frequently. Also, make sure to shower after being outdoors to wash off any pollen.
- **Keep windows closed:** Opening your windows will allow for more pollen to get into your home. If you can, keep your windows closed and run your A/C instead for the duration of the allergy season in California.
- **Install a HEPA filter:** Installing a HEPA filter on your A/C can help reduce the pollen levels circulating in your home.

Medications

Over-the-counter (OTC) medications are widely available in California, and they provide short-term relief from your allergy symptoms. If you find that antihistamines, nasal sprays, and eye drops don't provide enough relief from your seasonal allergies, you can look into allergy treatments that will provide long-term relief instead of just masking your symptoms.

The months that are typically worse for allergies vary depending on the location and specific allergens involved. In general, spring and fall tend to be the peak seasons for allergies in many regions of the United States.

During spring, especially from March through May, tree pollen is a common trigger for allergies. As trees bloom and release pollen into the air, people with allergies may experience symptoms such as sneezing, itchy eyes, and congestion.

Grass pollen can become an issue during late spring and early summer, further exacerbating allergy symptoms for some individuals.

In the fall, ragweed pollen is a major culprit for seasonal allergies. Ragweed plants release large amounts of pollen from August to November, depending on the location.



Health Observances Raise Awareness for a variety of conditions and serve as educational opportunity for consumers to gain knowledge and skills to better understand and gain control of their health. Imperial joins our provider network in the work for maintaining and growing a Healthier Population.



Good Care Month 2024

July 1 - July 31

<https://www.awarenessdays.com/awareness-days-calendar/good-care-month-2024/>

National Immunization Awareness Month 2024

August 1 - August 31

<https://www.awarenessdays.com/awareness-days-calendar/national-immunization-awareness-month-2024/>

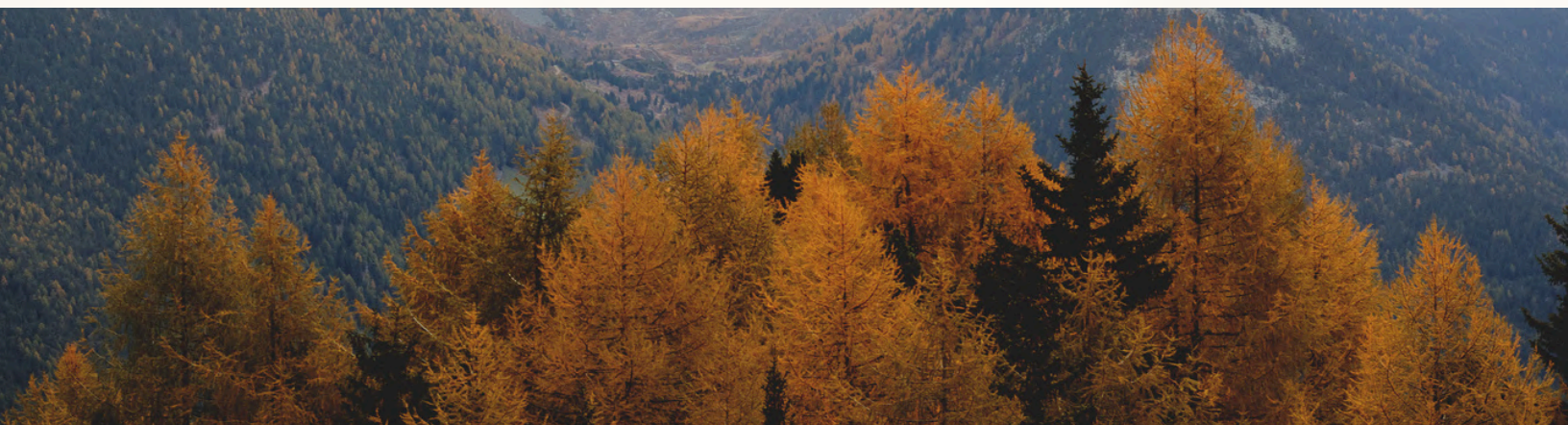
World Alzheimer's Month 2024

September 1 - September 30

What is Childhood Cancer Awareness Month / A Month Of Movement 2024?

September 1 - September 30

<https://www.awarenessdays.com/awareness-days-calendar/childhood-cancer-awareness-month-a-month-of-movement-2024/>



OVER THE COUNTER (OTC)



*OTC- Quarterly Allowance added to the Card
 Member Rewards Incentives- Added to the card for convenience and ease of use.
 Grocery Benefits \$105.00 Quarterly (D-SNP, California Only- Eligible chronic conditions to qualify)*

- Decreased quarterly allowance for PBP 007, 005, 016 from \$120 to \$75 for 2024. Reference OTC benefit chart below.
- Same quarterly allowance for PBP 012 at \$120 for 2024. Reference OTC benefit chart below.
- Increase quarterly allowance for PBP 011 from \$120 to \$140 for 2024. Reference OTC benefit chart below.
- OTC benefit not offered in 2023 and 2024 for PBP 014. No change to benefit.
- OTC allowance is loaded on a Purple Mastercard with Imperial logo and cannot be carried over from quarter to quarter or calendar years. Benefit is a use it or lose it benefit. Benefit is offered by a new vendor for 2024, Soda Health.
- Members can track their quarterly benefit allowance amount by going online or calling 1 -855-AND-MORE.

Plan Name	PBP	OTC Benefits (No Rollover)	Rewards	Food & Produce (No Rollover)
Imperial Senior Value (HMO C-SNP) 005	H5496-005	\$75 per quarter	Up to \$275	N/A
Imperial Traditional (HMO) 007	H5496-007	\$75 per quarter	Up to \$275	N/A
Imperial Dynamic Plan (HMO) 012	H5496-012	\$120 per quarter	Up to \$275	N/A
Imperial Courage Plan (HMO) 016	H5496-016	\$75 per quarter	Up to \$275	N/A
Imperial Insurance Company Dual D-SNP (HMO D-SNP) 011	H5496-011	\$140 per quarter	Up to \$275	\$105 per quarter

OTC can be redeemed at

- Online at andmorehealth.com
- Via phone at 1 -855-AND-MORE
- Retail store: Most Food4less stores, Fry’s, Kroger, Ralphs, Smith’s Food and Drug, CVS, Albertsons, Amigos, Andronicos, Market Street, Pavilions, Safeway, Tom Thumb, Vons



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 2024.

- Mobile Application available hosted by Delta Dental..

Please ensure your Dental provider accepts Delta Dental Insurance.



PEDIATRIC VISION

vsp.
vision care

- Access to strong provider network.


- Freedom to choose your doctor and eyewear.



IN-HOME SUPPORT

Benefit Allowance

- Imperial Senior Value (HMO C-SNP) 005 - 48 hours per year.
- Imperial Traditional (HMO) 007 - 48 hours per year.
- Imperial Dual Plan (HMO D-SNP) 011 - 60 hours per year.
- Imperial Dynamic Plan (HMO) 012 - 48 hours per year.
- Imperial Strong (HMO) 014 - 48 hours per year.

- 
- A photograph showing a caregiver in a blue uniform assisting an elderly woman in a wheelchair. The woman is holding a glass of water. The caregiver is leaning over her, smiling, and holding a white container. The background is a plain wall.
- Is a network of friendly helpers who are available both in-person or virtually through a phone call. Offered by Papa Pals.

- These friendly helpers provide company and help with everyday tasks such as rides, help with errands, grocery shopping, meal prep, and board game/walking partner.

TRANSPORTATION

Note: Curb-to-curb routine non-emergency transportation services to plan approved locations within a 30-mile radius of your primary care provider's office.

Health Plan Approved Locations

- Primary and Specialist office
- Lab
- Pharmacy
- Dentist
- Vision Provider
- Hearing Care Services

- 100 One-Way Trips
- \$0 Copayment to access the benefit
- Health plan approved locations ONLY
- Member needs assistance setting up Doctor's appointment and transportation?
- Call (800)-838-8271

Transportation Vendor: Care Car

To schedule your ride, visit:

<https://www.carecar.co/schedule> or

call: (844)-743-4344





Please remind your patient that Imperial offers a free gym membership.

Members will receive membership to Silver & fit fitness program upon enrollment.

Simply visit website for locations in your city and state.
www.silverandfit.com

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.

email:pnm@imperialhealthholdings.com



IMPERIAL is pleased to formally announce the re-launch of

NEW & IMPROVED EZ NET PROVIDER PORTAL

portal.imperialhealthholdings.com

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 \(office.com\)](http://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**

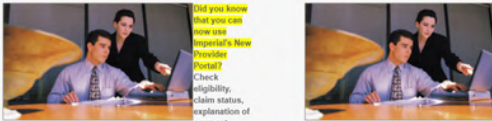


IMPERIAL HEALTH

Welcome to the Auth Submission and Claim Inquiry portal for:

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

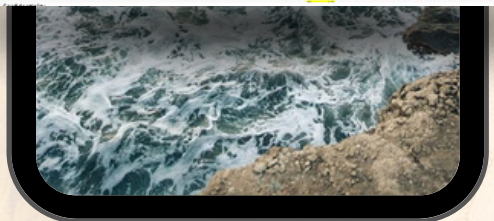
Imperial Health Holdings Medical Group (IHHMG)
Imperial Health Plan of California (IHP-C)
Imperial Insurance Companies (BCTX)
Imperial Insurance Companies, INC (EXAZ)
Imperial Insurance Companies, INC (EXNW)
Imperial Insurance Companies, INC (EXTX)
Imperial Health Plan of Southwest (EXUT)
Lone Star Medical Group (LMSTR)
Health Cosmos of New Mexico (COSNM)
Health Cosmos of Arizona (COSAZ)
Health Cosmos of Nevada (COSNV)



submit documents securely, check authorization status quickly.

<http://www.imperialhealthholdings.com>
Imperial Health Plan Website
<https://www.imperialhealthplan.com>

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



Fall
season
is here!



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.

Member Rights & Responsibilities

- A right to receive information about the organization, its services, its practitioners and providers as well as member rights and responsibilities.
- A right to be treated with respect and recognition of their dignity and their right to privacy.
- A right to participate with practitioners in making decision about their health care.
- A right to a candid discussion of appropriate for medically necessary treatment options for their conditions, regardless of cost or benefit coverage.
- A right to voice complaints or appeals about the organization or the care it provides.
- A right to make recommendation regarding the organization's member rights and responsibilities policy.
- A responsibility to supply information (to the extent possible) that the organization and its practitioners and providers need in order to provide care.
- A responsibility to understand their health problems and participate in.

- A responsibility to follow plans and instructions for care that they have agreed to with their practitioners.
- A responsibility to understand their health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.

You can access the Member's Rights and Responsibilities Statement, on our website at:

<https://www.imperialhealthplan.com>

If you would like to receive a hard copy request of this publication, please contact the Provider Relations Department at (800) 595-0619.

For any questions, please contact Provider Relations at (800) 595-0619.

PROVIDER 2024 COMPLIANCE TRAINING, SNP MOC & ATTESTATION

Please access and review Compliance Training and Education materials which include training on Compliance, FWA, HIPAA and Annual Model of Care Training (SNP-MOC) located at <https://www.imperialhealthplan.com> under the **Provider section, “Training”**.

Please note the completion of the attestation is time sensitive with CMS. Once the referenced materials have been reviewed, please complete the training attestation form, and return it by fax to Provider Network Management at (626) 689-4230 or by email to pnm@imperialhealthholdings.com.



NEW EMAIL ADDRESS FOR PROVIDER CLAIMS INQUIRIES!



**Imperial Health Plan of California & Imperial
Health Holdings:
claimsInquiryIH@imperialhealthholdings.com**

**Please continue to submit all your claims using the
correct**

payor ID:

Imperial Health Plan of California: IHP01

Imperial Health Holdings Medical Group: IHHMG



2024 PROVIDER SATISFACTION SURVEY

Please take a few minutes to fill out this survey on the timeliness and quality of the service you receive from Imperial Health Plan of California, Inc. and FAX it back to 214-452-1190. Thank you for your participation.

ADMINISTRATIVE SECTION

Provider Relations

1. I have been supplied with:

A Provider orientation **YES** **NO**

Access to the Web Portal **YES** **NO**

2. My Provider Relations Representative is knowledgeable and able to answer my questions

STRONGLY AGREE **AGREE** **DISAGREE** **STRONGLY DISAGREE**

3. My Provider Relations Representative responds to my needs or concerns in a timely manner

STRONGLY AGREE **AGREE** **DISAGREE** **STRONGLY DISAGREE**

Claims

4. My claims are processed in a timely manner

STRONGLY AGREE **AGREE** **DISAGREE** **STRONGLY DISAGREE**

5. Claims inquiries are answered promptly

STRONGLY AGREE **AGREE** **DISAGREE** **STRONGLY DISAGREE**

6. Are you aware IIC accepts electronic claims submission through Office Ally?

YES **NO**

Utilization Management

7. UM Representatives are helpful

STRONGLY AGREE **AGREE** **DISAGREE** **STRONGLY DISAGREE**

(cont'd)



8. Referrals are processed in a timely manner

STRONGLY AGREE **AGREE** **DISAGREE** **STRONGLY DISAGREE**

9. Denial notifications consistently provided denial reasons

STRONGLY AGREE **AGREE** **DISAGREE** **STRONGLY DISAGREE**

Credentialing

10. The Credentialing process occurred in a timely manner

STRONGLY AGREE **AGREE** **DISAGREE** **STRONGLY DISAGREE**

11. Did I receive appropriate notice on need to Re-credential?

STRONGLY AGREE **AGREE** **DISAGREE** **STRONGLY DISAGREE**

12. Credentialing Coordinator is courteous and knowledgeable

STRONGLY AGREE **AGREE** **DISAGREE** **STRONGLY DISAGREE**

Please provide additional comments or suggestions:

Thank you for taking the time to fill out our survey. We rely on your feedback to help us improve our services. Your input is greatly appreciated.