



IMPERIAL PROVIDER NEWSLETTER



FALL / WINTER 2024

11/06/2024



TABLE OF CONTENTS

INTRODUCTION

Message from our Chief Medical Officer	3-5
Message from our Pharmacy Department	6-7
California Specialty Pharmacy partnership Announcement	8
Provider Webinar Calendar for Oct-Dec	9-12
Flu Vaccine Page	13
Health Observance Dates	14
OTC Benefit Card	15
Pediatric Dental Vendor	16
Pediatric Vision Vendor	17
Papa Pals In-Home Support	18
Care Car Transportation Vendor	19
Silver & Fit	20
Provider Directory Maintenance	21
EZ Net Portal	22
Member Rights & Responsibilities	23
Compliance & SNP MOP Training & Attestation.....	24

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.



MESSAGE FROM THE CHIEF MEDICAL OFFICER (MEDICAL DIRECTOR)



FALL/WINTER 2024 PROVIDER NEWSLETTER IMPERIAL HEALTH PLAN OF CALIFORNIA



Dear Doctors and Providers,
As we approach the 2024 Annual Enrollment Period (AEP), I want to thank each of you for your continued dedication to delivering exceptional care to our members. Imperial Health Plan remains committed to providing the tools and support you need to help your patients achieve their best health outcomes. Below are important updates and reminders as we prepare for this crucial time of year.

1. Upcoming Medicare AEP

We are excited to announce that Imperial Health Plan will offer new products for the upcoming AEP. These products are designed to provide both existing and potential new members with more comprehensive options, as we continue to serve 50 counties across California, including many rural areas.

2. Provider and Member Portals

If you haven't yet, please sign up for the Provider Portal. It streamlines patient management and keeps you updated with the latest plan information. Also, encourage your patients to register for the Member Portal. This will help them stay engaged with their healthcare, improving overall outcomes.

3. Physician-Led, Physician-Driven Care

Imperial Health Plan is physician-led and physician-driven, meaning we are uniquely positioned to understand both the medical and non-medical needs of our patients. We pride ourselves on minimizing bureaucratic hurdles, so feel free to reach out directly to senior leadership with any concerns, whether related to patient care or operational matters. This is available across Network Management, Contracting, Credentialing, Claims, Member Experience, Appeals, Utilization Management (including Case Management), Population Health, Pharmacy, and Access to Care.

4. Quality Care and Documentation

Delivering high-quality care at every patient interaction can prevent or mitigate operational challenges. Whether addressing screening, prevention, diagnosis, treatment, or end-of-life care, ensuring compliance with HEDIS measures (including Medicare STARS) and documenting your patients' true health status is critical.

5. New Partnership with California Specialty Pharmacy

We are pleased to announce our new partnership with California Specialty Pharmacy. This collaboration will enhance care delivery for you and your patients, and further details about the partnership will be shared soon.

6. Extra Support for Providers

To assist in providing quality care, we are offering additional resources to identify patients who still need their annual wellness visits, screenings, and preventive treatments.



7. Medication Reconciliation and Post-Discharge Care

Please remember to document admission and discharge notifications in the patient's medical record, particularly for Transition of Care (TRC) measures. All PCPs should also provide walk-in slots or video visits for patients discharged within the last seven days. Medication reconciliation should be a priority before elective admissions, after discharges, and during transitions in care. Additionally, medications should be prescribed according to FDA-approved indications whenever possible.

8. Monthly Interactions for Member Health

We encourage PCPs to interact with their Imperial Health Plan members at least once a month to ensure timely identification of any healthcare needs. If an in-person visit is not feasible, a video visit is a suitable alternative. This is a top priority for Imperial Health.

9. Review USPSTF Grade A and B Recommendations

All doctors should review the 28 USPSTF Grade A and B recommendations annually during patient interactions. These recommendations cover key preventive services, including screenings and counseling, that are critical for maintaining health. You can review the full list of recommendations [here](#).

10. Immunizations for Flu, COVID-19, and RSV

The CDC recommends co-administration of flu, COVID-19, and RSV vaccines during the same visit. Immunization remains the most effective way to protect against hospitalizations, long-term health impacts, and death. The flu vaccine will protect against H1N1, H3N2, and a B/Victoria lineage virus. Additionally, remind patients 75 years and older, as well as those aged 60 to 74 with chronic conditions (like lung or heart disease), to receive their RSV vaccine if they haven't been vaccinated.

If you administer flu shots in your office, please **direct submit claims to EZ-CAP**, as Imperial Health Plan offers incentives for direct submissions.

11. Monkeypox (mpox) Vaccination

The ACIP recommends that individuals at risk, including men who have sex with men, receive two doses of the monkeypox (mpox) vaccine, given 28 days apart.

12. Clinical Focus Areas for Comprehensive Member Care (Population Health)

To support the well-being of our members, we encourage providers to focus on key clinical areas during routine patient interactions. These topics align with quality measures aimed at improving patient outcomes and maintaining a high standard of care.

- **Physical and Mental Health Monitoring:** Providers should assess patients' overall health status and identify any limitations in physical activities or emotional well-being. Engage patients in conversations about their current health, asking if pain, physical health, or emotional issues are interfering with daily activities. Consider referrals to specialists, including pain management or mental health providers, as needed.
- **Fall Risk Prevention and Physical Activity:** Discuss fall prevention strategies, especially for older adults, and encourage patients to stay active. Recommend exercises like Tai Chi or physical therapy for improving balance, and review medications that might increase fall risk. Remind patients that they will receive a link from Imperial Health as a text message to use the Nymble Science app for personalized balance and physical activity management.
- **Bladder Control:** Ask patients if they have any bladder control issues and delve deeper into the specifics—such as when leakage occurs, whether urgency is involved, and if they experience pain or changes in urination. Educate patients about treatment options, which may include bladder training exercises, medications, or other therapies. Providers should also remind members that they will receive a link from Imperial Health via text message to download and use the Nymble Science app, which can assist in managing bladder control and improving quality of life.
- **Emotional and Social Support:** Screen patients for emotional health issues, such as depression, and ensure they feel supported in their social networks. Encourage strategies for improving mental health, such as better sleep habits, stress reduction, and social activities. Provide information on community support services and suggest a mental health provider when necessary.

We are pleased to announce that Imperial Health Plan has partnered with Lucet, an NCQA- accredited Mental Behavioral Health Organization (MBHO), to provide comprehensive and coordinated mental and behavioral health services for all our members. This collaboration ensures that mental health needs are effectively addressed through an integrated approach. As September is Suicide Prevention Month, we remind providers to be vigilant in supporting the mental well-being of patients and to utilize available resources to prevent suicide. Please consider referring patients to Lucet for mental and behavioral health services as needed.

Provider Postcard: Supporting Your Patients & Practice!

We are dedicated to supporting your practice in delivering quality care. Here are key areas where we can assist:

- **Complex Care:** Assisting patients with complex needs? We offer a dedicated Complex Case Management program. Learn more at [Complex Case Management](#).
- **Utilization Management (UM):** Ensure appropriate care by accessing up-to-date UM criteria at [UM Criteria](#) and detailed procedures at [UM Procedures](#).
- **Member Support:** We provide TDD/TTY services and language assistance to support members in understanding UM and healthcare needs. Contact [Member Support](#).
- **Pharmacy Management:** Streamline medication management and learn about our pharmacy network and prior authorization procedures at [Pharmaceutical Management](#).
- **Member Rights & Responsibilities:** Help your patients make informed decisions by reviewing their rights at [Member Rights & Responsibilities](#).
- **Practitioner Credentialing & Rights:**
 - o Streamlined Credentialing: Learn about eligibility requirements and timelines at [Practitioner Credentialing](#).
 - o Your Rights: Get informed about your rights throughout the credentialing process, including the right to know your application status and the right to appeal decisions. Details available at [Practitioner Credentialing Rights](#).

13. Current H5N1 Bird Flu Situation (Per CDPH)

According to the California Department of Public Health (CDPH), there have been no confirmed human infections of bird flu (H5N1) in California to date, and the current risk to the public remains low. While the situation is being monitored closely, healthcare providers are encouraged to stay vigilant and follow the latest public health guidelines as necessary.

14. Senior Health Resources (Per CDPH)

For more information and resources related to senior health, please visit the California Department of Public Health (CDPH) [Senior Health Resources page](#). This page provides valuable information to help support the health and well-being of older adults in California.

15. CDPH Resource for Healthcare Providers

Healthcare providers are encouraged to stay informed of any emerging pathogen threats. Please pay attention to CAHAN Alerts for timely updates. For more information and resources from the California Department of Public Health (CDPH), visit the [CDPH Clinicians and Providers page](#).

Thank you for your continued partnership and dedication. Together, we are making a positive difference in the health of our communities.

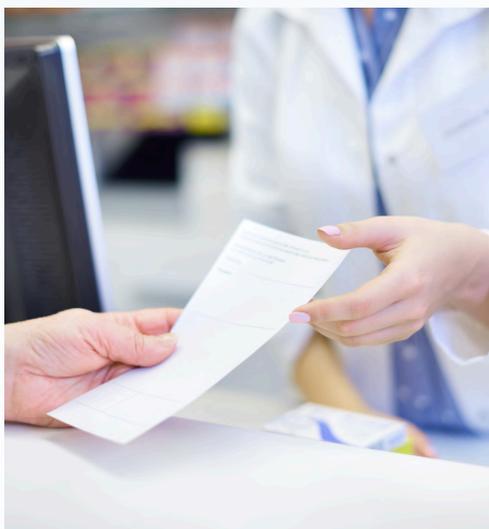
Warm regards,
Dr. Muthukumar Vaidyaraman, MD, MBA, FACHE
Chief Medical Officer
Imperial Health Plan of California



2024 Provider Fall Newsletter

STARS Measure – Medication Adherence

As we are nearing the end of 2024, the Pharmacy Services Department at Imperial wants to focus and emphasize our efforts on our members and their adherence to medications. Medication adherence is vital to the overall health and wellness of our patients. Poor medication adherence for chronic conditions often can negatively impact clinical outcomes, quality of life, and lead to higher rates of readmissions. Together, we want to create a plan to improve and achieve the greatest level of adherence.



How do you make an impact on medication adherence?

As a reminder, our plan offers 100-day supply on most maintenance medications. Utilization of this pharmacy benefit can significantly reduce both trips to the pharmacy and cost in certain situations.

- Clearly communicate with and educate your patients – what are the medications for and why they are important to take on a regular basis.
- Involving family members and caregivers in treatment plans, especially for elderly patients.
- Save the patient money by prescribing Tier 1 and Tier 2 medications.

You can find the Part D formulary list by going to:

1. <https://imperialhealthplan.com>
2. Select your state and county.
3. Scroll down the quick links and under “Prescription Search” select the Plan Benefit Package.

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

2024 Provider Fall Newsletter

STARS Measure – Medication Adherence



Immunization Updates

2024-2025 Flu shots are now available at all pharmacies. Please have your members schedule a flu shot today! Other recommended vaccines for seniors are pneumonia, RSV, shingles and COVID which are all covered at a \$0 copay.

The CDC recommends the pneumococcal vaccine for adults 65 years or older, RSV vaccine for adults 60 years and older to protect from severe RSV, flu vaccine for people 65 years and older because they are at higher risk of developing serious flu complications, and the updated 2024-2025 COVID vaccine for everyone ages 6 months and older.

Please help us keep our member population protected and safe this fall and winter season.

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





CSP is pleased to partner with



IMPERIAL HEALTH

Get to know us and how our comprehensive pharmacy services help patients with complex conditions.

Specialty Pharmacy Services :: Sterile Compounding :: Nursing Infusion Services

**Including Ambulatory Infusion Centers & Home Infusion Support*

California Specialty Pharmacy (CSP) provides a robust range of specialty medications, therapies, and support programs tailored to meet the unique needs of each patient we serve, including:

Key Therapeutic Areas

- Allergy-Immunology
- Dermatology
- Gastroenterology
- Neurology
- Oncology
- Rheumatology
- and More!



24/7 Access to Experts

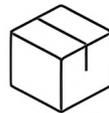
Pharmacists and nurses are available via phone, email and our portal



Quick Turnaround Time

<2 Hours* Scripts Acknowledged ~48 Hours* CSP Processing of Rx Complete

**Average turnaround time for clean prescriptions*



Convenient Delivery Options

Efficient delivery to patient home, provider office or infusion center



High Patient Satisfaction

99% of patients are satisfied with our services

Contact your local representative, send your referral directly via fax 866.853.6555 or eScribe to California Specialty Pharmacy today!

Empowering Lives Beyond a Diagnosis



877.602.7779



hello@csprx.com



csprx.com

PROVIDER WEBINAR CALENDAR OCTOBER 2024



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: October 2nd to October 31st

OCT 2 WEDNESDAY

OCT 3 TUESDAY

OCT 9 WEDNESDAY

OCT 10 THURSDAY

OCT 16 WEDNESDAY

OCT 17 THURSDAY

OCT 23 WEDNESDAY

OCT 24 THURSDAY

OCT 30 WEDNESDAY

OCT 31 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

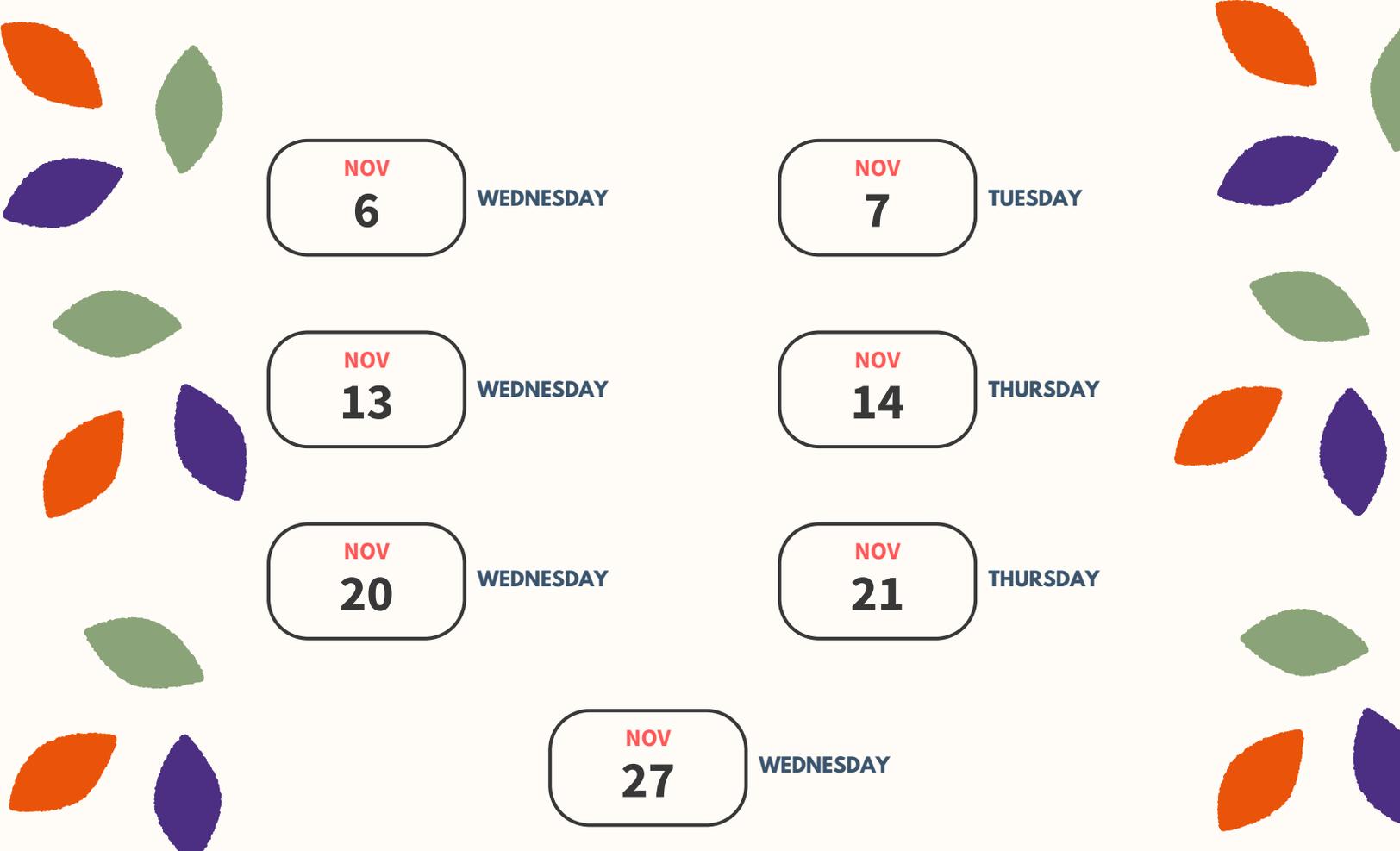
PROVIDER WEBINAR CALENDAR NOVEMBER 2024



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: November 6th to November 28th



<p>Morning Sessions:</p> <ul style="list-style-type: none"> • CST: 10:00 AM – 11:00 AM • PST: 8:00 AM – 9:00 AM 	<p>Afternoon Sessions:</p> <ul style="list-style-type: none"> • CST: 2:00 PM – 3:00PM • PST: 12:00 PM – 1:00 PM
--	--

PROVIDER WEBINAR CALENDAR DECEMBER 2024



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: December 4th to December 26th

DEC 4 WEDNESDAY

DEC 5 TUESDAY

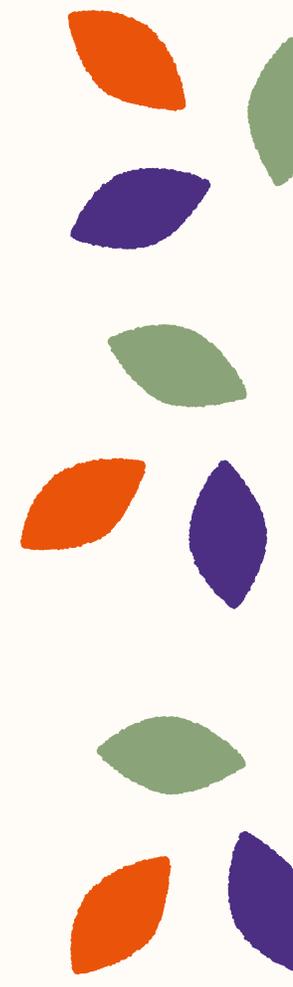
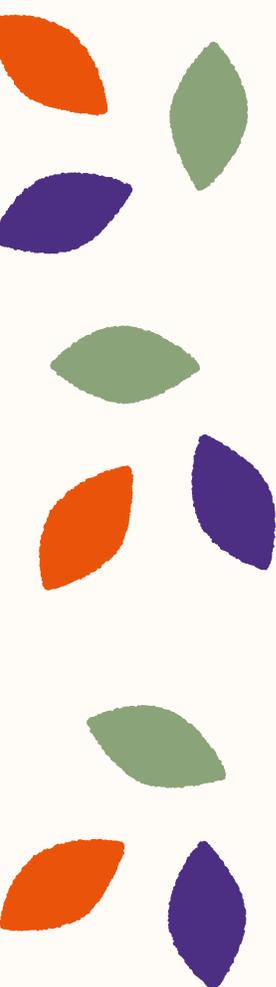
DEC 11 WEDNESDAY

DEC 12 THURSDAY

DEC 18 WEDNESDAY

DEC 19 THURSDAY

DEC 26 WEDNESDAY



<p>Morning Sessions:</p> <ul style="list-style-type: none"> • CST: 10:00 AM – 11:00 AM • PST: 8:00 AM – 9:00 AM 	<p>Afternoon Sessions:</p> <ul style="list-style-type: none"> • CST: 2:00 PM – 3:00PM • PST: 12:00 PM – 1:00 PM
--	--



PROVIDER WEBINAR

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.



WE LOOK FORWARD TO YOU JOINING ONE OF OUR PROVIDER WEBINAR EVENTS! WE APPRECIATE THE OPPORTUNITY TO WORK WITH YOU!

FLU SEASON IS JUST AROUND THE CORNER

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.

Phone (626) 788-0178
Fax (626) 689-4232
Pharmacy@imperialhealthplan.com

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



HEALTH OBSERVANCE DATES

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.

OCT
10

WORLD MENTAL
HEALTH DAY

DEC
1

WORLD AIDS DAY

NOVEMBER IS AMERICAN DIABETES MONTH & LUNG CANCER AWARENESS MONTH

DEC
1-7

NATIONAL
HANDWASHING
AWARENESS WEEK

DEC
3

INTERNATIONAL DAY OF
PERSONS WITH
DISABILITIES

DEC
4-8

NATIONAL INFLUENZA
VACCINATION WEEK



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



 DELTA DENTAL

- Offered on all Imperial plans.
- Mobile Application available hosted by Delta Dental.
- Member Portal with a dashboard, dentist finder, cost estimator offered by a new dental vendor, Delta Dental for 2024.

Please ensure your Dental provider accepts Delta Dental Insurance.



PEDIATRIC VISION



- **Access to strong provider network.**
- **Freedom to choose your doctor and eyewear.**



IN-HOME SUPPORT

- 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.

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.



TRANSPORTATION

Health Plan Approved Locations

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

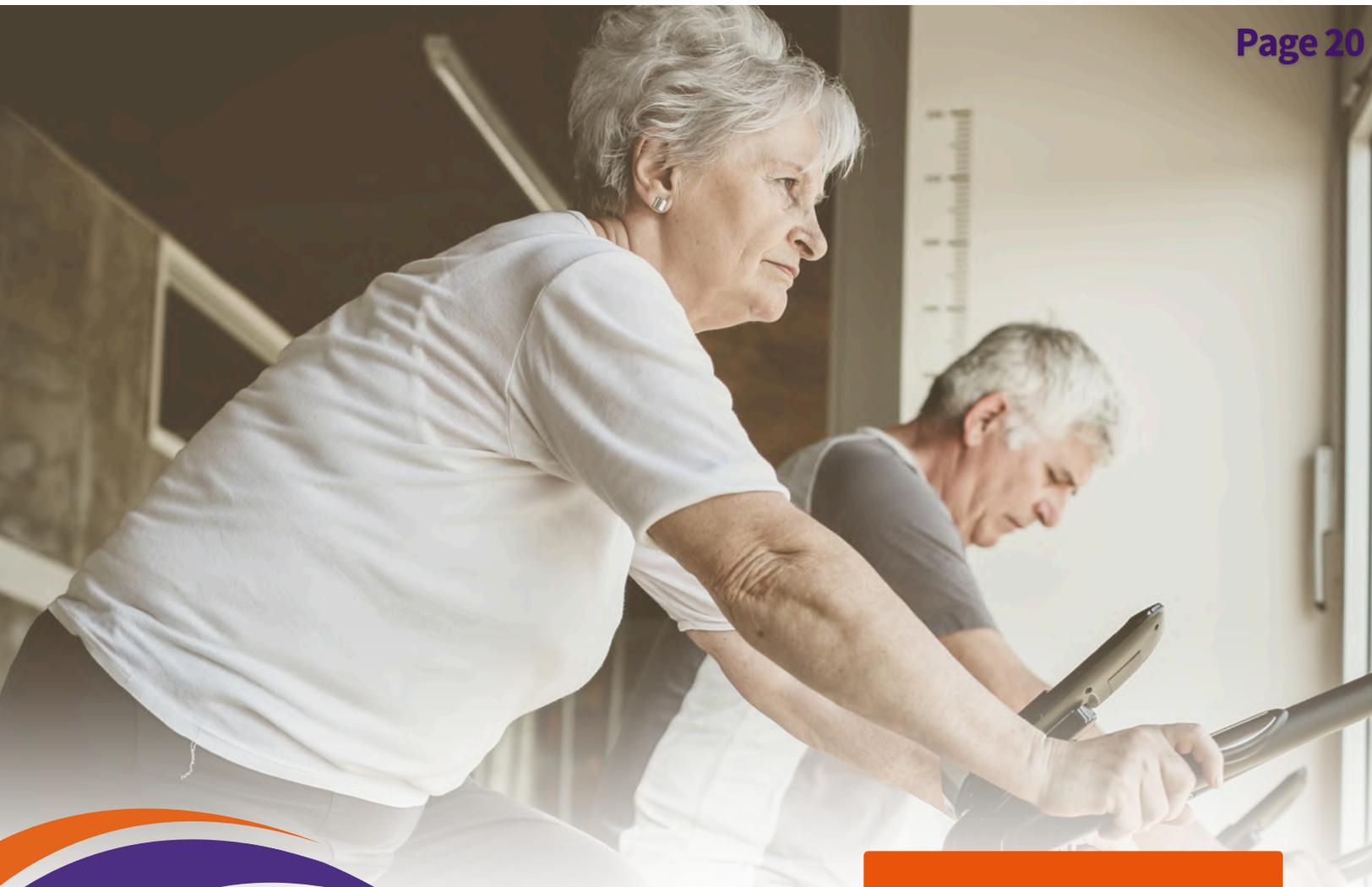
- **100 One-Way Trips**
- **\$0 Copayment to access the benefit**
- **Health plan approved locations ONLY**
- **Member needs assistance setting up Doctor's appointment and transportation?**
Call (800)-838-8271

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.

Transportation Vendor: Care Car

To schedule your ride, visit:
<https://www.carecar.co/schedule>
or
call: (844)-743-4344





Simply visit website for locations in your city and state.

www.silverandfit.com

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

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

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.



email: pnm@imperialhealthholdings.com

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

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](mailto:pnm@imperialhealthholdings.com)

Please allow 3-5 business days for inquiry response

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**

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.



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.

