



IMPERIAL PROVIDER NEWSLETTER

WINTER / SPRING 2025

03/01/2025

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Q1 2025 PROVIDER NEWSLETTER



Imperial Health Plan of California Message from the Chief Medical Officer (Medical Director)

Dear Doctors & Providers,

As we step into 2025, I want to express my profound gratitude for your unwavering commitment to delivering high-quality, patient-centered care to our members. Your role as a healthcare provider is not just important, but integral to the success of our healthcare system. At Imperial Health Plan, we are dedicated to supporting your practice by providing the tools, resources, and partnerships necessary to enhance patient outcomes.

Below are key updates and reminders to optimize care delivery this year.

1. Medicare Annual Enrollment & Open Enrollment Period (AEP & OEP)

- **Expansion & New Products:** Imperial Health Plan now serves 50 counties across California, including many rural areas.
- **2025 Plan Offerings:** New plan options designed to serve our growing membership better.
- **Provider Action:** Stay informed about our plan updates to assist your patients with coverage questions.



2. Provider & Member Portals – Enhancing Engagement

- **Provider Portal:** Access authorizations, claims, and patient data. If you haven't yet, sign up today!
- **Member Portal:** Encourage patients to register to track their benefits and stay engaged in their healthcare.

3. Health Risk Assessments (HRA), Annual Wellness Visits (AWV) & Preventive Screenings

- **Complete HRA** for all assigned members within 90 days of assignment (compliance metric).
- **Identify & Schedule Patients** who need AWVs, cancer screenings, and vaccinations.
- **Provider Action:** Proactively reach out to close gaps in preventive care.



4. Medication Reconciliation & Post-Discharge Care

- Post-Hospitalization Action: Ensure admission and discharge documentation is completed for Transition of Care (TRC) measures.
- PCP Action: Offer walk-in slots or video visits for patients discharged within the past 7 days.

5. Monthly Provider-Patient Interactions Priority

- Providers should interact with all Imperial Health Plan members at least once a month. Failure to engage regularly with members will be noted as an Access to care domain Quality metric.
- If an in-person visit is not feasible, video visits are strongly encouraged.
- Review USPSTF's 45+ Grade A & B recommendations annually during patient visits to ensure appropriate screening completion.
 - Access the full list here: [USPSTF Recommendations](#)
- A note on Informed consent: Cure what you must, know what conditions are reversible, and what is amenable to surgical vs. non-surgical treatments.
 - Acute conditions need to be cured, while chronic conditions need to be managed (palliated). Sub-acute is another window of opportunity to understand further whether a condition is acute.
 - Chronic conditions may worsen at times and may have a reversible component. If so, aim for a cure for that reversible component while effectively managing the chronic condition's remaining irreversible or non-curable components.
 - Palliative care is NOT Hospice care but focused and coordinated chronic condition care that augments usual medical treatments.

As a health plan, we have a duty to our members and to you, our valued providers. If we become aware of any unaddressed quality gaps or access to care issues, we will take all necessary steps to address them promptly. We are committed to keeping you informed of our actions during these times, so you can continue to provide the best care to our members with confidence.

6. Key Clinical Priorities for Providers

- Patient safety and Prescribing tips: Use FDA-approved indications whenever possible. Avoid concurrent prescription of an opioid or benzodiazepine. If there is a temporary medical need, limit it to less than a week with careful monitoring. Avoid prescribing more than one anti-cholinergic class of medication.
- Learn to de-prescribe safely. Your patient's safety, risk of falls, and cognitive impairment will likely improve with these simple actions
- Physical & Mental Health Monitoring – Ask patients about pain, emotional distress, and activity limitations.
- Fall Prevention & Physical Activity – Encourage balance exercises (e.g., Tai Chi, PT) and review medications that increase fall risk.
- Members will receive text messages from Imperial Health with links to use the Nymbal Science App for balance, physical activity, and bladder control management.



- Bladder Control Management – Discuss treatment options, including bladder training, medication, and lifestyle modifications.
- Emotional & Social Support – Screen for depression and discuss mental health resources.

7. CAHAN Alert System – Real-Time Public Health Updates

New: CAHAN Alerts (California Health Alert Network)

Highest priority alerts for providers

Stay informed on emerging health threats from CDPH

 Sign up for CAHAN Alerts at [CDPH Healthcare Provider Resource](#).

Final Thoughts

Your unwavering commitment to providing exceptional, patient-centered care is of utmost importance. Your role is not just critical, but indispensable in ensuring the health and well-being of our members. Together, as a unified healthcare team, we are making a significant and positive impact in the communities we serve.

Sincerely,

Dr. Muthukumar Vaidyaraman, MD, MBA, FACHE

Chief Medical Officer

Imperial Health Plan of California



Important Contacts Service Phone Number

Case Managers 1-800-708-8273

Virtual Clinic 1-866-999-1415

Lucet (Mental Health Support) 1-816-273-2362

Hearing Test (HCS) 1-866-344-7756

Vision Test (VSP) 1-855-492-9028

American Specialty Health (ASH) 1-800-848-3555

Pharmacy Department 626-788-0178

Nymbi Science App 1-800-672-6854

Silver & Fit 1-877-427-4788

STARS Measure – Medication Adherence

As we are at the beginning of 2025, 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.



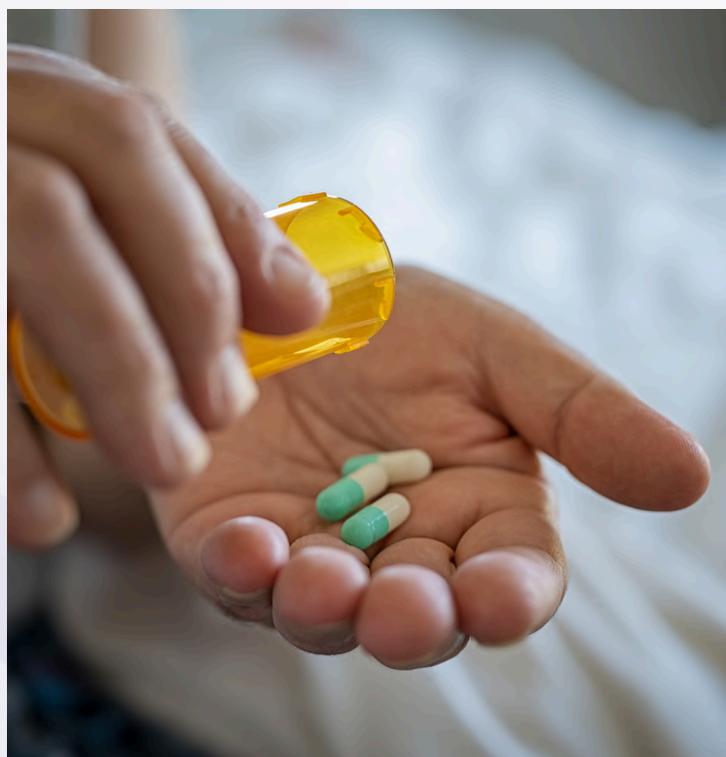
How do you make an impact on medication adherence?

- 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 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.

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.
- 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.





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.



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:

PART D PHARMACEUTICAL INFORMATION AND UPDATES

Pharmaceutical information and updates are available on the **Provider page** of our website (www.imperialhealthplan.com) as well as in the **provider manual**. You can access a direct link to the **Pharmacy Resources** page on the Provider page, where you will find:

- **The Formulary (PDF version):** 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.
- How to use pharmaceutical management procedures.
- **Drug Search Tool:** A tool to quickly locate a drug, including any associated restrictions or preferences.
- **Formulary Change Notice:** A list of drugs organized by date of change, including those that **were** added, deleted, or had restrictions or preferences applied.
- **Exception request:** Instructions for initiating exception requests, including required supporting documentation.

For additional questions, please contact MedImpact at 877-391-1105. 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 Policies and Procedures 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.

If you require additional 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.

Pharmaceutical Updates

Our organization regularly updates pharmacy benefit information to maintain accuracy and relevance. Updates are communicated promptly, within 15 days of receiving notice.

Information on Drug Withdrawals and Recalls

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

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

Feedback and Reporting

To maintain the quality and accuracy of our 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: (800) 838-8271 (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 partnership in providing high-quality care to our members.

New Medicare Coverage for HIV Prevention – PrEP Now Covered Under Part B

Effective September 30, 2024, the Centers for Medicare & Medicaid Services (CMS) issued a National Coverage Determination (NCD 210.15) for Pre-Exposure Prophylaxis (PrEP) for HIV Prevention. This NCD establishes Medicare coverage for FDA-approved antiretroviral drugs used to prevent HIV in individuals at increased risk.

As part of this determination, CMS has ruled that the cost of coverage under NCD 210.15 does not meet the significant cost threshold under 42 CFR § 422.109. As a result, Medicare Advantage (MA) plans are required to assume the costs and cover PrEP drugs under this new policy.

Key Updates for Providers:

- ▶ **PrEP coverage is shifting from Medicare Part D to Medicare Part B.**
- ▶ **PrEP will now be a zero-dollar cost-sharing preventive service under Part B.**
- ▶ **MA organizations and Part D sponsors must ensure seamless access to PrEP, including necessary counseling and screenings for eligible beneficiaries.**

Scope of Policy:

This policy applies to all MA organizations, Part D plan sponsors, network pharmacies, and healthcare providers involved in the administration of PrEP for HIV prevention.

Providers should be aware of this transition to ensure patients continue to receive uninterrupted access to PrEP medications and related services. If you have any questions about this update, please reach out to Imperial Pharmacy Department.

Please help us keep our member population protected and safe this 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



Quality matters at Imperial Health

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

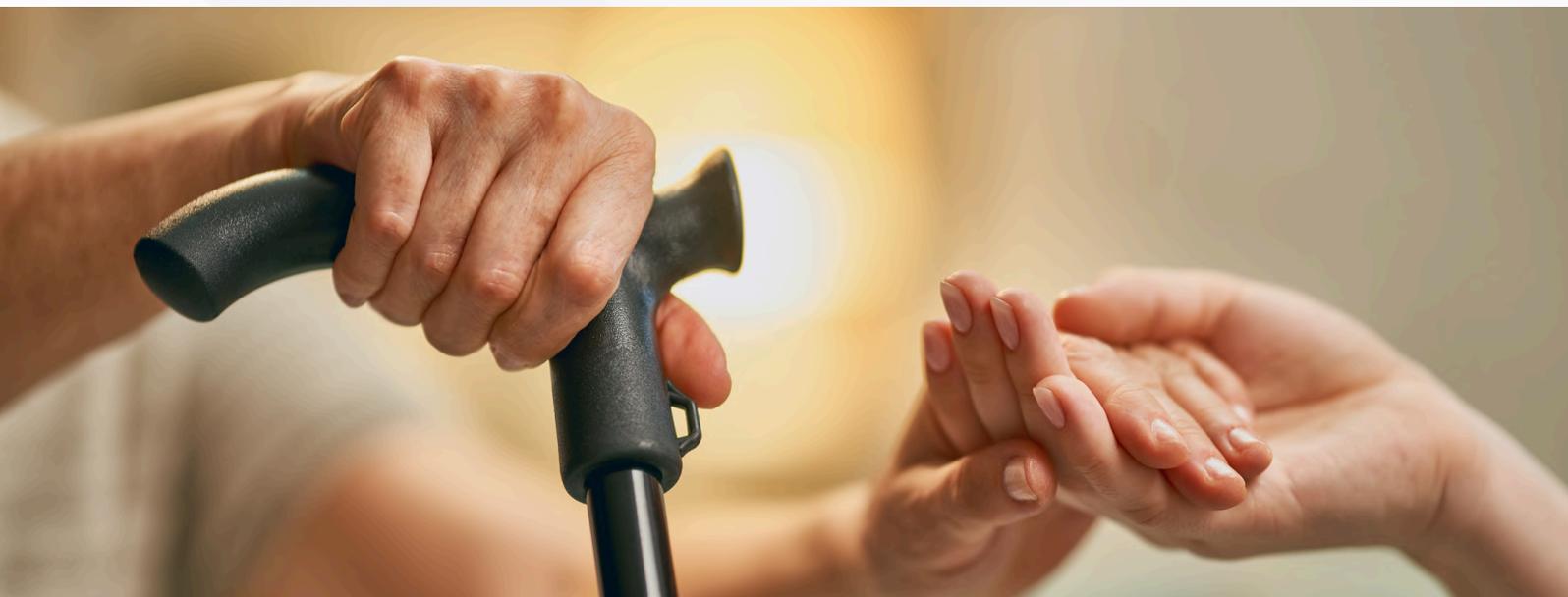
...ensure the delivery of medically necessary, achievable, quality patient care through the consistent management of health care services, through culturally competent coordinated, quality patient care in a comprehensive, member-centric manner.



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

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

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



Annual HEDIS® Hybrid Measure Record Collection for MY2024 is underway

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

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

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



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

See the next page for details regarding:

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

Medical record confidentiality:

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

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

Medical record release:

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

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

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

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



IMPERIAL HEALTH PLAN OF CALIFORNIA'S COMPLIANCE PROGRAM

Imperial's Compliance Training/Program/Code of Conduct are located on our plan's website under the provider page at www.imperialhealthplan.com. Annually Imperial Compliance will audit these elements.



COMPLIANCE TRAINING, COMPLIANCE PROGRAM, CODE OF CONDUCT

www.imperialhealthplan.com

Training

- 2025 Compliance Training and Education
- 2025 Compliance Training Attestation
- 2025 Compliance Training Quiz
- Code of Conduct
- Compliance Program Description
- SNP MOC Training 2025
- SNP MOC Attestation
- Cultural Awareness and Sensitivity Provider Training IMAS
- Health Equity for Providers

Provider Webinar Calendar February 2025

Throughout the year, Imperial Health conducts a series of New Provider webinars on authorizations, referrals, and Provider Portal. These webinars are mandatory for new providers and serve as a tool to educate the healthcare providers on best practices. All Webinars are also open to Existing Providers and will be hosted by Imperial Provider Network Administrators. Please RSVP at PNM@imperialhealthholdings.com.

Webinar Series Schedule

Date Range: February 19th to February 27th 2025

▶ February 19th (Wednesday)

▶ February 20th (Thursday)

▶ February 26th (Wednesday)

▶ February 27th (Thursday)

Morning Sessions:

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

Afternoon Sessions:

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



Provider Webinar Calendar March 2025

Throughout the year, Imperial Health conducts a series of New Provider webinars on authorizations, referrals, and Provider Portal. These webinars are mandatory for new providers and serve as a tool to educate the healthcare providers on best practices. All Webinars are also open to Existing Providers and will be hosted by Imperial Provider Network Administrators. Please RSVP at PNM@imperialhealthholdings.com.

Webinar Series Schedule

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

▶ March 5th (Wednesday)

▶ March 19th (Wednesday)

▶ March 6th (Thursday)

▶ March 20th (Thursday)

▶ March 12th (Wednesday)

▶ March 26th (Wednesday)

▶ March 13th (Thursday)

▶ March 27th (Thursday)

Morning Sessions:

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

Afternoon Sessions:

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

Provider Webinar Calendar April 2025

Throughout the year, Imperial Health conducts a series of New Provider webinars on authorizations, referrals, and Provider Portal. These webinars are mandatory for new providers and serve as a tool to educate the healthcare providers on best practices. All Webinars are also open to Existing Providers and will be hosted by Imperial Provider Network Administrators. Please RSVP at PNM@imperialhealthholdings.com

Webinar Series Schedule

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

▶ April 2nd (Wednesday)

▶ April 16th (Wednesday)

▶ April 3rd (Thursday)

▶ April 17th (Thursday)

▶ April 9th (Wednesday)

▶ April 23rd (Wednesday)

▶ April 10th (Thursday)

▶ April 24th (Thursday)

▶ April 30th (Wednesday)

Morning Sessions:

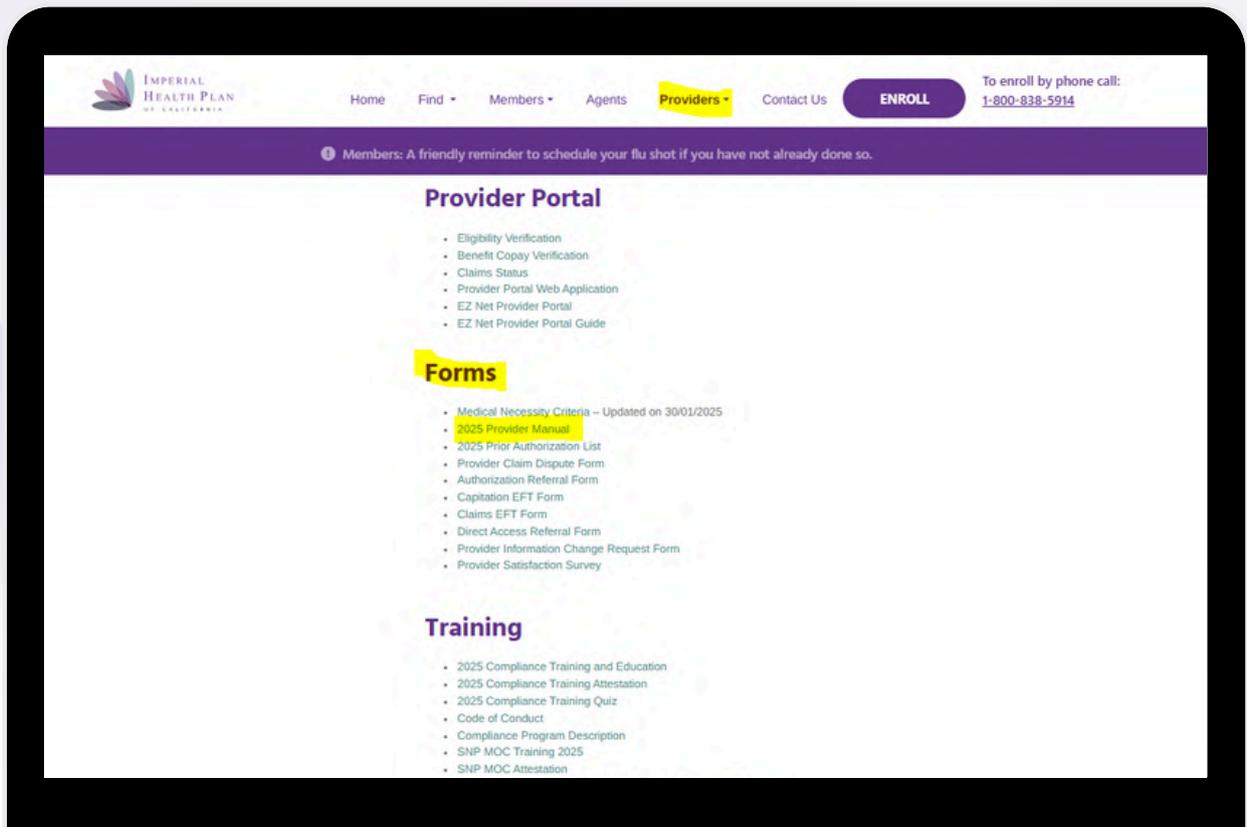
- CST: 10:00 AM – 11:00 AM
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Afternoon Sessions:

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- PST: 12:00 PM – 1:00 PM

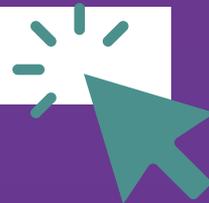


2025 Imperial Provider Manual is now added to our plan website:



www.imperialhealthplan.com

under "Providers", "Forms"



HEALTH OBSERVANCE DATES:

FEBRUARY

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

HEALTH OBSERVANCE DATES:

MARCH

March 9-15

National Pulmonary Rehabilitation Week

March 9-15

Patient Safety Awareness Week

March 9-15

National Sleep Awareness Week

March 16-22

National Poison Prevention Week

March 10-16

Brain Awareness Week

March 18-24

National Drug and Alcohol Facts Week

March 3

World Birth Defects Day

March 10

National Women and Girls HIV/AIDS Awareness Day

March 13

World Kidney Day

March 14

World Sleep Day

March 20

National Native American HIV/AIDS Awareness Day

March 20

World Oral Health Day

March 21

World Down Syndrome Day

HEALTH OBSERVANCE DATES:

MARCH

March 24

World Tuberculosis Day

March 25

American Diabetes Alert Day

March 26

Epilepsy Awareness – Purple Day

March 30

National Doctors' Day

APRIL

April 7-13

National Public Health Week

April 11-17

Black Maternal Health Week

April 20-26

Medical Laboratory Professionals Week

April 13-19

Oral, Head, and Neck Cancer Awareness Week

April 20-26

National Pediatric Transplant Week

April 20-26

Pediatric Sepsis Week

April 20-26

National Infertility Awareness Week

April 15-21

Every Kid Healthy Week

HEALTH OBSERVANCE DATES:

APRIL

April 28 - May 4

National Infant Immunization Week

April 20-26

World Immunization Week

April 28 - May 4

Patient Experience Week

April 2

World Autism Awareness Day

April 7

World Health Day

April 10

National Youth HIV and AIDS Awareness Day

April 16

Annual National Healthcare Decisions Day

April 17

World Hemophilia Day

April 25

DNA Day

April 25

World Malaria Day

April 26

National Prescription Drug Take Back Day

April 28

World Day for Safety and Health at Work

April 30

APOL1-Mediated Kidney Disease (AMKD) Awareness Day



OTC- Quarterly Allowance added to the Card.

Member Rewards Incentives- Added to the card for convenience and ease of use.

Grocery Benefits \$460.00 Quarterly (D-SNP, California Only-Eligible chronic conditions to qualify)

Reference OTC benefit chart below.

OTC allowance is loaded on a Silver 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.

Members can track their quarterly benefit allowance amount by going online or calling 1-855-AND-MORE.

OTC can be redeemed at Online at andmorehealth.com Via phone at 1-855-AND-MORE		Retail store: Food 4 less, Fry's, Krover, Ralphs, Smith's Food and Drug, CVS, Albertsons, Amigos, Andronicos, Market Street, Pavilions, Safeway Tom Thumb, Vons, Walmart and Walgreens		
Plan	PBP	OTC Benefits (No rollover)	Rewards	Food & Produce (No Rollover)
Imperial Senior Value (HMO C-SNP) 005	H5496-005	\$130 per quarter	Up to \$300	N/A
Imperial Traditional (HMO) 007	H5496-007	\$95 per quarter	Up to \$300	N/A
Imperial Dynamic Plan (HMO) 012	H5496-012	\$140 per quarter	Up to \$300	N/A
Imperial Courage Plan (HMO) 016	H5496-016	\$75 per quarter	Up to \$300	N/A
Imperial Insurance Company Dual D-SNP (HMO D-SNP) 011	H5496-011	\$140 per quarter	Up to \$300	\$460 per quarter
Imperial Giveback (HMO) 014	H5496-014	\$75 per quarter	Up to \$300	N/A



DENTAL

- ▶ Offered on all Imperial Plans

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

- ▶ Mobile Application available hosted by Delta Dental.



vsp™

vision care

Vision - VSP

- ▶ 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

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.

➤ 100 One-Way Trips

➤ \$0 Copayment to access the benefit

➤ Health plan approved locations **ONLY**.

➤ Contact our Member Services line at least (1) day prior to arrange the ride.

➤ Member needs assistance setting up Doctor's appointment and transportation?
Call (800)-838-8271

Transportation Vendor: Care Car
Visit: www.carecar.co/schedule to
schedule or call: (844)-743-4344



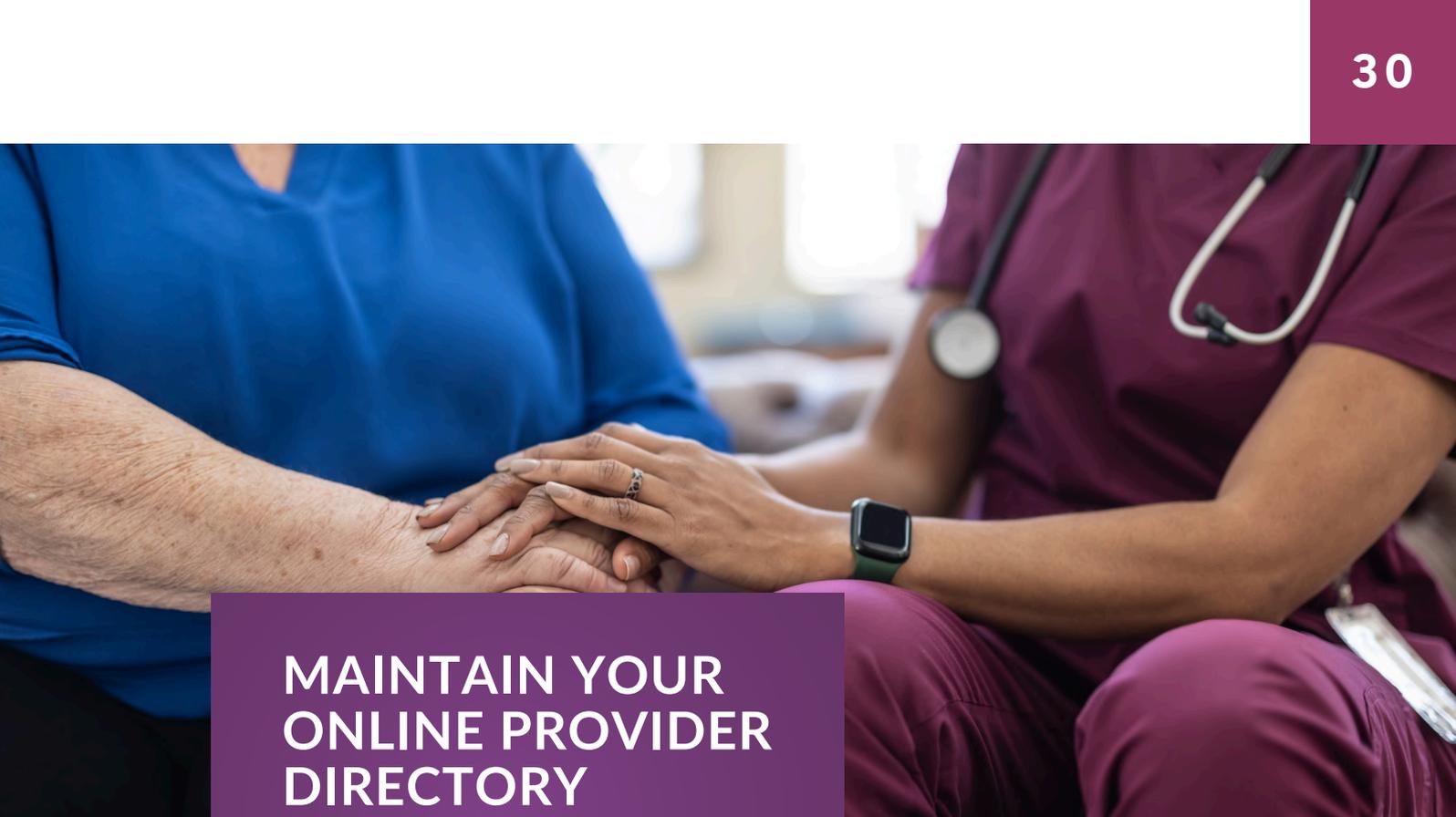
Please remind your patients that Imperial offers a free gym membership!



Members will receive membership to SilverMembers will receive membership to Silver and Fit fitness program upon enrollment. and Fit fitness program upon enrollment.



[Simply visit website for locations in your city and state.](http://www.silverandfit.com)
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.

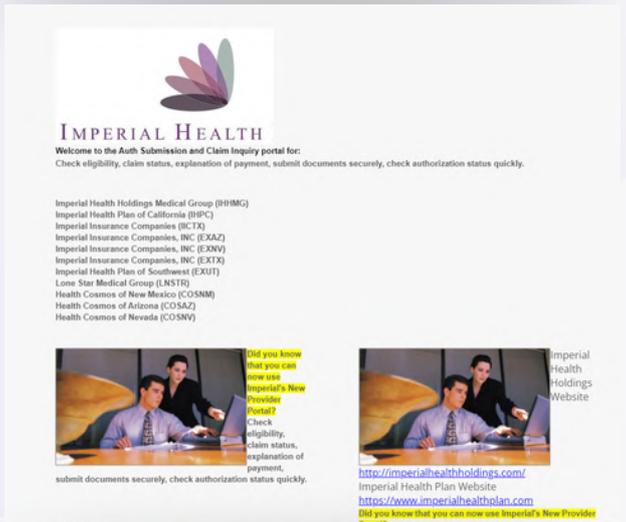
IMPERIAL is pleased to formally announce the re-launch of

portal.imperialhealthholdings.com

NEW &

IMPROVED

EZ NET PROVIDER PORTAL



IMPERIAL is committed to enhancing our provider's experience with the best service possible to support their practice and its daily administrative needs.

Imperial is pleased to formally announce the re launch of the IMPERIAL EZ NET PROVIDER PORTAL to all participating network providers.

PORTAL REGISTRATION IS SIMPLE! PLEASE UTILIZE THE URL BELOW! Provider Portal Web Application

Submission (office.com) Portal Training

Request/Questions: pnm@imperialhealthholdings.com

Please allow 3-5 business days for inquiry response

Urgent authorization requests should be submitted through the Imperial Provider Portal for expedited processing. An expedited/urgent request for a determination is a request in which waiting for a decision under the standard time frame could place the member's life, health, or ability to regain maximum function in serious jeopardy.

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

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.

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"

2025 SNP MOC Training & 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.



2025 Member Quality Rewards Program



Reward yourself by taking care of your health!

Complete health screenings and tests before November 30, 2025, to earn rewards. **Total rewards available for 2025 have increased from \$275 to \$300!**

\$75

Annual Wellness Exam

Complete an Annual Wellness Exam with your doctor.

\$40

Breast Cancer Screening

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

\$30

Health Risk Assessment (HRA)

An HRA may be completed with your doctor or a member of Imperial's staff.

\$35

Colorectal Screening

For members recommended for a screening for colon cancer and who complete a colonoscopy, flexible sigmoidoscopy or CT Colonography procedure.

\$15

Retinal Eye Exam

For members who complete a recommended retinal eye exam.

\$15

Kidney Health Evaluation

For members recommended for a Kidney Health Evaluation.

UPTO \$60

Blood Pressure

Enter your Blood Pressure reading in the Member Portal once per quarter and earn \$15 for each entry.

UPTO \$30

A1c

Enter your A1c reading in the Member Portal twice a year and earn \$15 for each entry.

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:
1-800-838-8271, TTY 711

We are open October 1 – March 31: Monday – Sunday, from 8:00 am – 8:00 pm, except holidays, and April 1 – September 30: Monday – Friday, from 8:00 am – 8:00 pm, except holidays.

Imperial Health Plan of California is a (HMO) (HMO SNP) with a Medicare Contract. Enrollment in Imperial Health Plan of California depends on contract renewal. Imperial Health Plan of California (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. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-838-8271 (TTY: 711).

CODE



IMPERIAL
HEALTH PLAN
OF CALIFORNIA

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.