

Imperial Provider Newsletter

Summer 2023



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.*

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Pharmacy Services

Message from Dr. Evelyn Cho, PharmD.

As we have just crossed the halfway point of 2023, 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 the overall health and wellness of our patients. Our team in the pharmacy department will be reaching out to individual IPA groups to go over the needs of their patients. Together, we want to create a plan to improve and achieve the greatest level of adherence.

Why is medication adherence important?

- Poor medication adherence for chronic conditions often can negatively impact clinical outcomes, quality of life, and lead to higher rates of readmissions.
- Medication adherence saves the member time and leads to lower costs which can decrease the risk of disease progression and costly hospitalizations.

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.

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.

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

Provider Portal:

Imperial is pleased to formally announce the launch of the 2023 IMPERIAL PROVIDER PORTAL to all participating network providers.

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

PORTAL REGISTRATION IS SIMPLE! PLEASE UTILIZE THE URL BELOW!

<https://providerportal.imperialhealthplan.com/signup>

Portal Training Request/Questions: pnm@imperialhealthholdings.com

Please allow 3-5 business days for inquiry response

For technical difficulties with the portal, please reach out to portal@imperialhealthholdings.com.

For all inquiries, please include provider name, NPI, TAX ID and Username for login.

IMPERIAL 2023 Provider Quality Incentive



Program Overview

Imperial Health Plan of California (HMO) (HMO SNP)/ Imperial Insurance Companies (HMO) (HMO SNP) is pleased to announce the 2023 Provider Quality Incentive Program. We are rewarding our high performing physicians and their staff for delivering valuable care to our Medicare members.

Eligibility

There is no need to sign up! All practitioners who provide primary care to our members, as physicians in General Practice, Internal Medicine, Family Practice, NPs, PAs, select OB/GYNs and other specialists assigned members for primary care services are automatically enrolled in the 2023 Quality Incentive Programs.

Participation

To participate, practices must submit encounter data and the Imperial Annual Wellness Examination Form for all services rendered in-office. The timely and accurate submission of encounter data and the Imperial Annual Wellness Examination Form is essential for success in Imperial's incentive program.

Annual Wellness Visit Incentive

Submit G0402/ G0438/ G0439 HCPCS Code Visit

FFS: Contract Rate
Capitated: \$180

Quality Incentives

Breast Cancer Screening	\$30
Colorectal Cancer Screening	\$25
Controlling Blood Pressure	\$15
Eye Exam for Patients with Diabetes	\$10
Hemoglobin A1c Control for Patients with Diabetes - HbA1c Control <8%	\$15
Kidney Health Evaluation for Patients with Diabetes	\$10

Staff Incentive

Chronic conditions recapture $\geq 75\%$	\$10/member
Timely Claim(s) and Encounter Data Submissions (within 90 days after DOS)	\$5/member

***** Incentive(s) only apply to members who qualify for the measure criteria, based on the NCQA technical specifications *****

We appreciate your cooperation as we implement these incentives. Please reach out to the **Quality & Risk Adjustment Department** at QIM@imperialhealthholdings.com with any questions.



IMPERIAL
HEALTH PLAN
OF CALIFORNIA



IMPERIAL
INSURANCE
COMPANIES

Health Awareness

Month of July:

Ultraviolet Safety Month

- Protect yourself from the sun's harmful ultraviolet (UV) radiation while outdoors.
- UV is the root cause of most skin cancers and encourages the public to take precautions. The ADD recommends that the public #PracticeSafeSun the year-round by following three simple steps while outdoors:

- Seek shade when appropriate!
- Wear sun-protective clothing
- Apply a broad-spectrum, water-resistant sunscreen with an SPF of 30 or higher.



July 31st National Heat Stroke Awareness Day

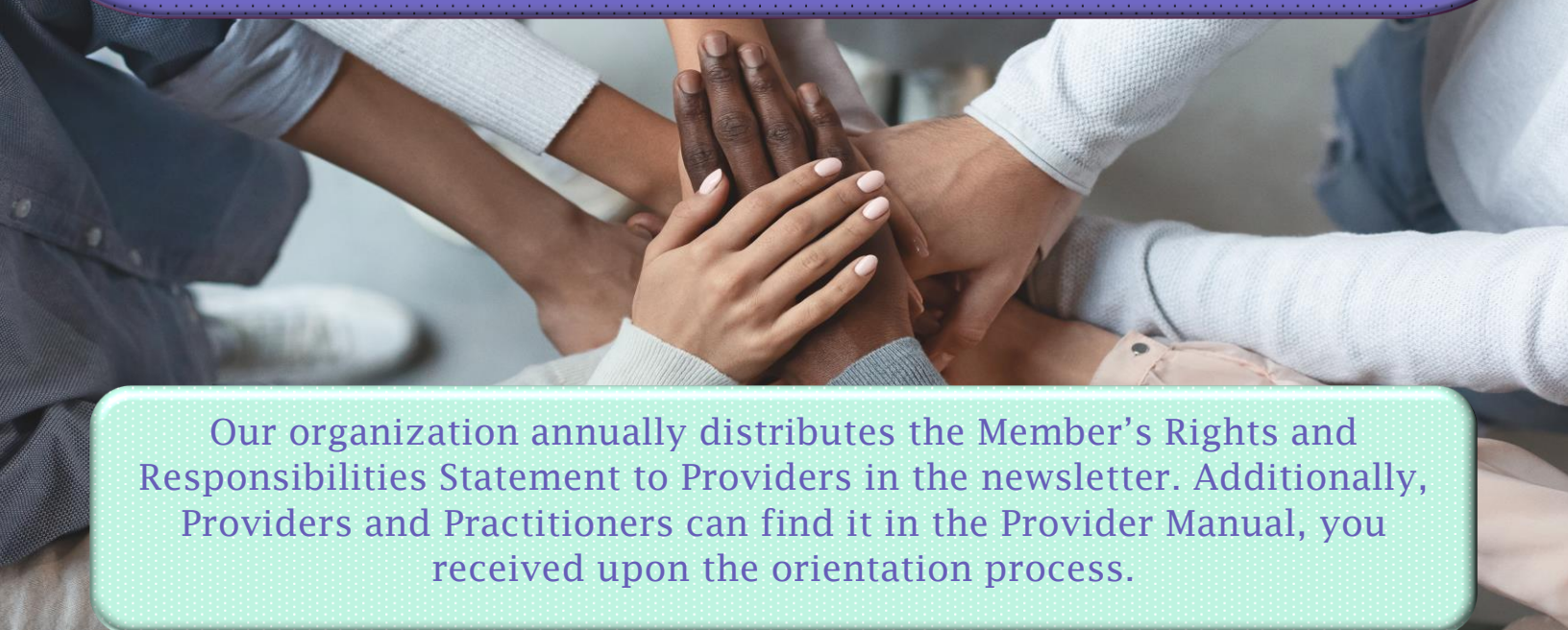
- Body temperature of 104°F or higher obtained using a rectal thermometer
- Altered mental state such as confusion, agitation, irritability, disorientation, delirium
- Altered behavior such as slurred speech, staggering
- Seizures, coma
- Alteration in sweat leading to dry skin
- Headache
- Dizziness or lightheadedness
- Nausea and/or vomiting
- Flushed or reddened skin
- Rapid or fast breathing and heartbeat
- Muscle weakness or cramps



- Remain indoors during hot weather
- Wear loose fitting , lightweight clothing in high temperatures
- Drink plenty of fluids
- Do Not Leave Anyone in a parked car, especially during hot weather
- Rest adequately during long working hours
- Be cautious in hot temperatures if you suffer from any heart or lung diseases

Member's 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 order to provide care.
- 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.



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.

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

<https://www.imperialhealthplan.com/california/los-angeles/members/member-rights-and-responsibilities/>

If you would like to receive a hard copy request of this publication, please contact the Provider Relations Department at (626) 838-5100, Ext. 5

For any questions, please contact Provider Relations at (626) 838-5100, Ext. 5

Urgent/Auth Request

Imperial Utilization Management is continually working on ways to improve processes, especially as it relates to authorization requests for service codes that are not listed on the ***Direct Referral Access List/Form***.

If there are urgent requests, please submit them through 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. If for some technical reason, the practice does not have access to electron submission, provider may submit urgent requests to the **Urgent Fax#: 866-811-0455**

Standard requests (medical access needs that other than listed above) may be submitted via the portal or via fax (Standard Fax #)