



IMPERIAL PROVIDER NEWSLETTER

Summer 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.



Message from Dr. David Liu

Dear Colleague:

We greatly appreciate the care that you provide to our members. Please continue to close Quality gaps and capture or recapture HCCs. As a reminder, HEDIS gaps can be closed with a telephonic visit, whereas capture or recapture of HCCs requires a face-to-face encounter, either remotely over video or in person. CPTs are the best path to close gaps with claims and encounter data.

Throughout the year, we have monthly Quality Improvement webinars focusing on metrics and how to improve them. Imperial's Cozeva system is now online for providers that serve Imperial Health Plan members. We can grant access to you, and/or office staff, and training is available as well. Our QI team is also available throughout the year. Please feel free to reach out to: Alberto Vega, 213-291-4476, alberto.vega@imperialhealthholdings.com.

Please also note that the 2024 Model of Care (MOC) training can be found at: <https://imperialhealthholdings.com/resources>. Please be sure to complete this training online.

Also, please note that for those providers who administer medications in the clinical setting, Imperial will no longer be paying for "buy and bill" following June 1, 2024. Imperial will work with its contracted specialty pharmacies to provide the medications to be administered in physician offices. Administration and monitoring services will continue to be reimbursed as per our provider contracts. If there are reasonable causes for an exception, please ensure you work with our pharmacy team in advance, so that there is no process disruption.

Throughout the year, please remind your patients of the benefits of updating their vaccinations. Senior vaccination rates for COVID-19 booster immunizations remain very low. Thank you.

Respectfully,



David MKI Liu, FACP, FAAP, FASAM
Imperial Health
Chief Medical Officer



David MKI Liu,
MD, FACP, FAAP, FASAM
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 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.





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.





Flu season is just around the corner. The Centers for Disease Control and Prevention (CDC) recommends that everyone 6 months of age and older should get a flu vaccine every year.

We firmly believe that by promoting the flu vaccination, we can empower our patients to take control of their health and play an active role in our collective efforts to minimize the spread of illness within our communities. Encouraging patients to take this step can greatly reduce the risk of illness and its associated complications, safeguarding not only their own health but also that of those around them.

We encourage you to continue advocating for flu vaccination and providing accurate information to address any concerns or misconceptions patients may have.

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



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

Allergy Season Symptoms & Treatments



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.

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

Allergy Symptom Relief and Treatment

Allergies can feel difficult to manage, but there are several different methods you can try out to decrease or eliminate your allergy 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.





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.

MAY

May 1-31 Healthy Vision Month www.nei.nih.gov
 May 1-31 National High Blood Pressure Education Month www.nhlbi.nih.gov
 May 5 World Hand Hygiene Day
[World Hand Hygiene Day \(who.int\)](http://WorldHandHygieneDay.who.int)
 May 29 National Senior Health and Fitness Day
FitnessDay.com
 May 31 World No Tobacco Day
[World No Tobacco Day \(who.int\)](http://WorldNoTobaccoDay.who.int)

JUNE

June 1 -30 Alzheimer's and Brain Awareness Month
www.alz.org
 June 1 National Say Something Nice Day
[SAY SOMETHING NICE DAY - June 1, 2024 - National Today](http://SAYSOMETHINGNICE DAY - June 1, 2024 - National Today)
 1st Sunday of June National Cancer Survivors Day
www.ncsd.org
 June 12 – Family Health and Fitness Day www.nrpa.org
 June 13-19 National Nursing Assistant Week
<http://cna-network.org>
 June 14 – World Blood Donor Day

July

July 1-31: Healthy Vision Month
 July 1-31: International [Group B Strep Awareness Month](http://GroupBStrepAwarenessMonth)
 July 1-31: National [Minority Mental Health Awareness Month](http://MinorityMentalHealthAwarenessMonth)
 July 1-31: Sarcoma Awareness Month
 July 1-31: UV Safety Month
 July 22: World Brain Day
 July 28: World [Hepatitis Day](http://HepatitisDay)





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



Dental



- Offered on all Imperial plans.
- Benefit max amount remained the same from 2023 to 2024 at \$500 max for routine dental services for 2024.
- Benefit max amount for comprehensive services decreased from 2023 to 2024 from \$2000 to \$1000 max for 2024.
- 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.



Vision-VSP



- **Access to strong provider network.**
- **Freedom to choose your doctor and eyewear.**
- **\$0 Routine eye exams.**
- **Up to \$250 yearly allowance for contacts, lenses, and frames.**





- **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

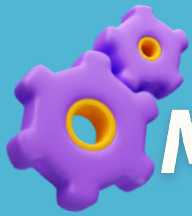
- Primary and Specialist office
- Lab
- Pharmacy
- Dentist
- Vision Provider
- Hearing Care Services

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
- 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





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.

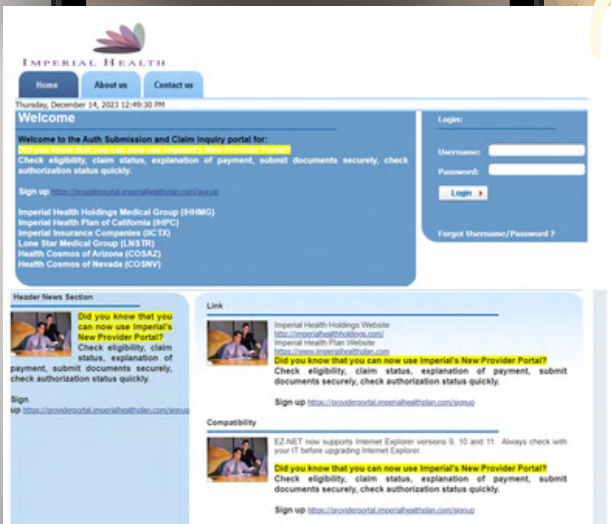
The *Consolidated Appropriations Act (CAA)* implemented in 2021 contains a provision that requires online provider directory information be reviewed and updated as needed at least every 90 days. Reviewing your information helps us ensure your online provider directory information is current.



IMPERIAL is pleased to formally announce the re-launch of

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 \(office.com\)](https://portal.imperialhealthholdings.com)

Portal Training Request/Questions: 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.



SILVER & FIT

PLEASE REMIND YOUR PATIENTS THAT IMPERIAL OFFERS A FREE GYM MEMBERSHIP!

MEMBERS WILL RECEIVE
MEMBERSHIP TO SILVER AND FIT
FITNESS PROGRAM UPON
ENROLLMENT.

SIMPLY VISIT WEBSITE FOR LOCATIONS IN
YOUR CITY AND STATE.

www.silverandfit.com

