



IMPERIAL
HEALTH PLAN
OF CALIFORNIA

Member Newsletter | 06.2024



A MESSAGE FROM OUR CHIEF MEDICAL OFFICER

Happy Summer!

Thank you for being a member of Imperial Health Plan of California, Inc. (HMO) (HMO SNP). We are grateful for having the opportunity to help manage your health. We want to help keep you well and healthy.

While many people set health-related resolutions at the start of the New Year, spring and summer are also excellent times to focus on the health of you and your family. Begin with considering which areas of health you want to improve or maintain. Then, identify the steps needed to make or sustain those changes. Finally, think about the people or resources that can support you in this journey.

For instance, if you aim to be more active, try standing up and moving around at least once every half hour, even if it's just a walk around the house. All you need is a pair of shoes to step outside for a brief walk of 2-5 minutes. While walking, engage your senses: notice the greenery, smell the blooming flowers, and listen to the sounds of your neighborhood. Pay attention to how this makes you feel. Hopefully, it lifts your spirits and makes you feel better and think about gradually extending your walks with a goal of reaching 30 minutes to an hour each day.

At Imperial Health Plan, we are here to support you on your health journey. Consult with your provider for personalized recommendations—whether it's time to check your blood sugar or schedule screenings for colon or breast cancer. Thank you for letting us be a part of your lives and your healthcare team.

In health,

David MKI Liu, MD
Chief Medical Officer



URGENT CARE

HERE IS HOW TO LOCATE YOUR LOCAL URGENT CARE. Please visit our website, www.imperialhealthplan.com to search or contact us at 1-800-838-8271* (TTY: 711) to determine where to go and what to do. We can help you find the closest location.

Urgent Care can help address the symptoms listed below:

- | | |
|---------------------|-----------------------|
| • Flu-like symptoms | • Sprains & strains |
| • Fever | • Stitches |
| • Cough | • Shortness of breath |
| • Sore throat | • Rashes |
| • Vomiting | • Ear pain |

Imperial Health Plan of California, Inc. (HMO) (HMO SNP) Pharmacy Benefits

Imperial Medicare members can get a 100-day supply of your medications for the same copay as a 90-day supply. This is a part of your pharmacy benefit. This benefit will help you save money and time. This will also help you stay adherent to your medications.

WHAT DOES IT MEAN TO STAY ADHERENT?

It means stick to your medication plan that your doctor prescribed for you. You should always talk with your doctor about any questions and concerns before you make any changes by yourself.

WHY IS STAYING ADHERENT IMPORTANT?

It has been shown that sticking to your medication plan leads to better health and better control of your chronic conditions. This can look like less trips to the emergency room, less medications to take, more time to do things you love and much more.

HOW TO HAVE YOUR DOCTOR ORDER A 100-DAY SUPPLY

When you see your doctor, you can ask them for a 100-day supply of your medications plus 3 refills.

Ask them to send the new prescription to your pharmacy of choice. You can also take the prescription with you to the pharmacy.

HOW CAN YOU HAVE YOUR PRESCRIPTIONS MAILED TO YOUR HOME?

There are many pharmacies that can mail your prescriptions to your home. It will be at no extra cost to you.

If you are interested, ask the Imperial Pharmacy team for more information.

For pharmacy updates please check the Pharmacy Resources page on our website. You can also reach out to our Pharmacy team at any of the ways listed below. We look forward to serving you!

WAYS TO REACH IMPERIAL'S PHARMACY TEAM

- www.imperialhealthplan.com
- Phone: (626) 788-0178
- Fax: (626) 689-4232
- Email: Pharmacy@imperialhealthplan.com
- Text: (626) 322-2933
- Hours of Operation: 8:30 am–5:00 pm Monday–Friday



ADDITIONAL BENEFITS AND SERVICES

Additionally, depending on eligibility, we offer various health benefits including:

Dental Service

Imperial offers dental services through Delta Dental. When using Delta Dental, ensure that both the office and the treating provider are in-network to maximize your benefits. For assistance, contact Delta Dental at 1-888-643-3239, Mon-Fri, 5 am–5 pm PST or visit their website at <https://www1.deltadentalins.com/>.

Food and Produce Benefit

To qualify for the Food & Produce benefit, you must be enrolled in the Imperial Dual Plan (HMO D-SNP 011) and have an eligible and documented chronic condition. To set up an appointment with our virtual clinic, call 1-800-838-8271* (TTY: 711).

Transportation Service

Imperial Health Plan provides up to 100 one-way trips per year to approved locations at no cost. Approved locations include doctor's offices, labs, pharmacies, and vision and hearing providers. Schedule your ride by calling 1-800-838-8271* (TTY: 711).

Over The Counter Benefit

Earn OTC and Food & Produce benefits by taking care of your health! You can use these benefits online, in-store, or by phone. For more information, call Imperial Member Services 1-800-838-8271* (TTY: 711).

Gym Benefit Program

Eligible members can enjoy a fitness center membership with a \$0 copayment and receive one free home fitness kit. Contact Silver & Fit at 1-877-427-4788, Mon-Fri, 5 am–6 pm PST to get started.

IMPERIAL HEALTH'S POPULATION HEALTH/ CASE MANAGEMENT PROGRAMS

We are excited to share Imperial Health's Population Health/Case Management Programs. We provide you with the resources and programs to help monitor your health needs. All these programs will be at no-cost to you. Our goal is to help you stay well and healthy. We will work closely with you and help coordinate the care you need.

Our team will call and work with you to review your health status and provide support where it is needed. We will provide health education programs to help you create and reach health goals. Health goals will be created together with our team.

Some of the offered programs include:

- 1 Diabetes Program
- 2 Gym Benefits Program
- 3 Review your Medication list with our Pharmacy Team

And more!

For more information about our programs, please call Member Services* and ask to be connected to Kitty Chiu, Health Education, Cultural and Linguistics Specialist. We will answer your questions and organize your care needs.



UNDERSTANDING HMOS AND IPAS

What is an HMO?

Imperial Health Plan is an HMO (Health Maintenance Organization), which is a type of health insurance plan that generally limits coverage to care from in-network doctors who contract with the HMO. It generally will not cover out-of-network care except in an emergency. HMOs often require prior authorization for services and focus on integrated care and wellness.

What is an IPA?

An IPA (Independent Physician Association) is a network of contracted doctors. If your Primary Care Provider belongs to an IPA, the IPA usually handles authorizations and referrals to specialists within its network. Imperial still remains your Health Plan; the IPA is simply a component of the Imperial network. The IPA may also manage claim payments. Check your ID card for your IPA network information.

WE ARE TRANSITIONING TO A DIGITAL FORMAT FOR OUR NEWSLETTERS.

Starting June 1st, all newsletters will be available on our website at www.imperialhealthplan.com. If you prefer to receive a hard copy of the newsletter, please contact Member Services*, and we will be happy to send it to you. This change is part of our ongoing efforts to improve accessibility and sustainability. We appreciate your understanding and cooperation.

MEAL BENEFITS

After a surgery or hospital stay, Imperial will provide up to 7 home delivered meals per year to your home through Meals on Wheels as part of your benefits.

There is \$0 copayment for up to 7 delivered meals per year. Please call Member Services* and ask to speak with Case Management Department. They will help set up your meal delivery for you.



If you have questions call Imperial Member Services at *1-800-838-8271 (TTY: 711)

October 1–March 31: Monday–Sunday, from 6:00 am PST–8:00 pm PST and April 1–September 30: Monday–Friday, from 6:00 am PST–8:00 pm PST, Saturday–Sunday from 10:00am–2:00pm PST.

Imperial Health Plan of California, Inc. is an (HMO) (HMO SNP) with a Medicare Contract. Enrollment in Imperial Health Plan depends on contract renewal. Benefit, features or devices vary by plan and area limitations and exclusions apply. This information is not a complete description of benefits. Call 1-800-838-8271 (TTY: 711) for more information. Limitations, copayments, and restrictions may apply. Benefits, premiums and/or copayments/co-insurance may change on January 1 of each year. 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. ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-838-8271 (TTY: 711). ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-838-8271 (TTY: 711).