



New for 2025

Imperial Health Plan of California, Inc. (“Imperial”) has made some changes for 2025 that we would like you to know about. Your new 2025 benefits are available on the plan website at www.imperialhealthplan.com. Please refer to the Evidence of Coverage (EOC) for a full list of your benefits.

Nymb! - Imperial Health is pleased to announce its new partnership with Nymb! This is a no cost app that addresses two of the top challenges of aging: balance and bladder health. To download the app, please visit <https://my.nymb!science.com/InApp>. For assistance, contact Nymb!’s support team at 800-672-6854 (TTY: 711) 7:00 am-4:00 pm Monday-Friday

&more - Your Over the Counter (“OTC”) and Reward & Incentive vendor is pleased to welcome **Walmart & Walgreens** to its retail network.

Lucet Behavioral Health – Call 833-838-8200 for 24/7 for behavioral health support.

New Provider Groups – The following Provider Groups are now in network with Imperial:

- Heritage Provider Network:
 - Regal Medical Group – Los Angeles / Orange / Riverside / San Diego Counties
 - Lakeside Medical Group – San Fernando Valley / Ventura Counties
 - Desert Oasis Healthcare – Palm Springs / Joshua Tree
 - Affiliated Doctors of Orange County
 - Bakersfield Family Medical Center – Kern County
 - High Desert Medical Group – Antelope Valley
 - Heritage Sierra Medical Group – Antelope Valley
 - Heritage Victor Valley Medical Group – Victorville
 - Coastal Communities Physician Network – San Luis Obispo County
- Clinicas del Camino Real – Ventura County
- Korean American Medical Group – Los Angeles /Orange Counties
- Center IPA – Los Angeles /Orange / Santa Clara Counties
- KOVA Healthcare– Fresno / Tulare / Kings / Madera / Kern Counties

- Angeles IPA – Los Angeles County
- Blue Zones / Access Medical – Los Angeles / Riverside / San Diego Counties
- Passion for Healing – Orange County
- Imperial County Physicians Group - Imperial County

An updated list of benefit providers and member services phone numbers is listed below for your reference (all times PST):

Benefit	Provider	Member Services	Hours of Operation
Behavioral Health	Lucet	1-833-838-8200	24 hours a day, 7 days a week
Dental	Delta Dental	1-888-643-3239	Monday-Sunday 8 am – 8 pm, October 1 to March 31 Monday-Friday 8 am – 8 pm, April 1 to September 30
Fitness/Gym	Silver & Fit	1-877-427-4788	Monday-Friday, 5 am to 6 pm
Hearing	Hearing Care Solution	1-866-344-7756	Monday-Friday 5:00 am to 5:00 pm
In-Home Support	Papa Pals	1-833-200-6924	8am - 8pm, 365 days a year
Meals	UM Department	1-800-838-8271	Monday-Sunday 8 am – 8 pm, October 1 to March 31 Monday-Friday 8 am – 8 pm, April 1 to September 30
Over the Counter (OTC)	Soda Health	1-855-263-6673	Monday-Friday 8 am – 8 pm
Personal Emergency Response System	ADT	1-800-288-3880	24 hours a day, 7 days a week
Pharmacy Benefit Manager (PBM)	MedImpact	1-877-391-1105	24 hours a day, 7 days a week
Telehealth	Teladoc	1-800-835-2362	24 hours a day, 7 days a week
Transportation	CareCar	1-844-743-4344	24 hours a day, 7 days a week
Vision	VSP	1-855-492-9028	Monday-Saturday, 6am-5pm

