



IMPERIAL HEALTH PLAN
OF CALIFORNIA

Important Notice from Imperial Health Plan of California, Inc. (HMO) (HMO SNP): Mandatory Evacuations Due to Fires

As of January 9, mandatory evacuations have been ordered for the following areas in Los Angeles and Ventura Counties due to the Palisades, Hurst, Eaton, and Kenneth Fires:

- Various zip codes in Los Angeles County
- Various zip codes in Ventura County

What Should Members Do in Case of an Emergency?

1. **Follow Evacuation Orders:** If you are in an affected area, please follow all evacuation orders immediately. Your safety is our top priority.
2. **Stay Informed:** Keep updated with the latest information from local authorities and news sources.
3. **Prepare an Emergency Kit:** Ensure you have essential items such as medications, important documents, water, food, and personal items are ready to go.

For information on California Office of Emergency Services resources, please visit [CALOES](#).
For information on fire updates, please visit [CalFire](#).

How to access the care you need as a member of Imperial Health Plan:

Medications

- For Medicare members: In case of mandatory evacuation, we allow the immediate refill of prescription medications for members with prescription drug benefits – even if the medication isn't due for a refill. Contact your pharmacy (or the retail pharmacy chain) or call us at the number on your Imperial member ID Card or at the number listed below for more information.

Care Management

- Are you enrolled in a care and disease management program? If you need to evacuate, contact your case manager or call the number on your Imperial member ID Card or the number listed below to ensure your care isn't interrupted.

Virtual Care

- Virtual care is available anytime, anywhere.
 - Teladoc connects you with a doctor by phone or video and is available 24 hours a day. Call 1-800-TELADOC (800-835-2362). www.Teladoc.com.
 - Call 1-866-999-1415 to schedule an appointment with our Virtual Clinic

Mental Health

- Imperial partners with Lucet Health to provide 24/7 access to behavioral Health services. For help, call the hotline at (800) 816-273-2392 (TTY: 711), 24 hours a day, seven days a week.

If you need assistance or have any questions, please contact Member Services at 1-800-838-8271, TTY 711. Hours are October 1 – March 31: Monday – Sunday, from 8:00 a.m. – 8:00 p.m. except holidays and April 1 – September 30: Monday – Friday, from 8:00 a.m. – 8:00 p.m. except holidays.

Stay safe and take care.