

SPRING  
2025

# MEMBER NEWSLETTER

**TIPS FROM OUR  
CHIEF MEDICAL  
OFFICER**

**POPULATION HEALTH/  
CASE MANAGEMENT  
PROGRAMS**

+ MUCH  
**MORE**



IMPERIAL  
HEALTH PLAN  
OF CALIFORNIA

# IMPORTANT HEALTH TIPS FROM OUR CHIEF MEDICAL OFFICER

## DEAR MEMBER,

At Imperial Health Plan of California, Inc. (HMO) (HMO SNP), your health and well-being are our top priorities. With various **custom-designed clinical programs**, we help you care for your body and mind.

## HERE ARE THE MAIN AREAS WHERE WE CAN SUPPORT YOU:

- Keeping your body healthy
- Keeping your mind healthy
- Tracking your physical activity
- Improving bladder control
- Preventing falls

Please share these tips with your doctor or care team during your next visit.

## 1. KEEPING YOUR BODY HEALTHY

Do you feel your health keeps you from doing everyday things like walking or climbing stairs?

### How Imperial can help:

- Talk with your doctor about managing pain and staying active.
- We can help with Chiropractic through American Specialty Health (ASH).
- Need a specialist? Imperial can help schedule the appointment.
- Use the Nymbi Science App to stay active, prevent falls, and improve balance and coordination.
- Need help with scheduling? Call our Case Managers\*.

## 2. KEEPING YOUR MIND HEALTHY

Do you feel sad or tired?

Are you having trouble doing your usual activities or spending time with others?

### How Imperial can help:

- We partner with Lucet to help you get mental health services.
- Talk with your doctor about how you've been feeling.
- Exercise, sleep, family time, meditation, and volunteering can help your mood.
- If you're in crisis, call 988 or call Lucet Behavioral Health, 1-833-838-8200, for 24/7 customer service.
- We can help with hearing tests or hearing aids if needed.
- Need help right away? Call our Virtual Clinic for a same-day phone or video visit.
- Our Case Managers and Pharmacy Team can help with appointments and medications.

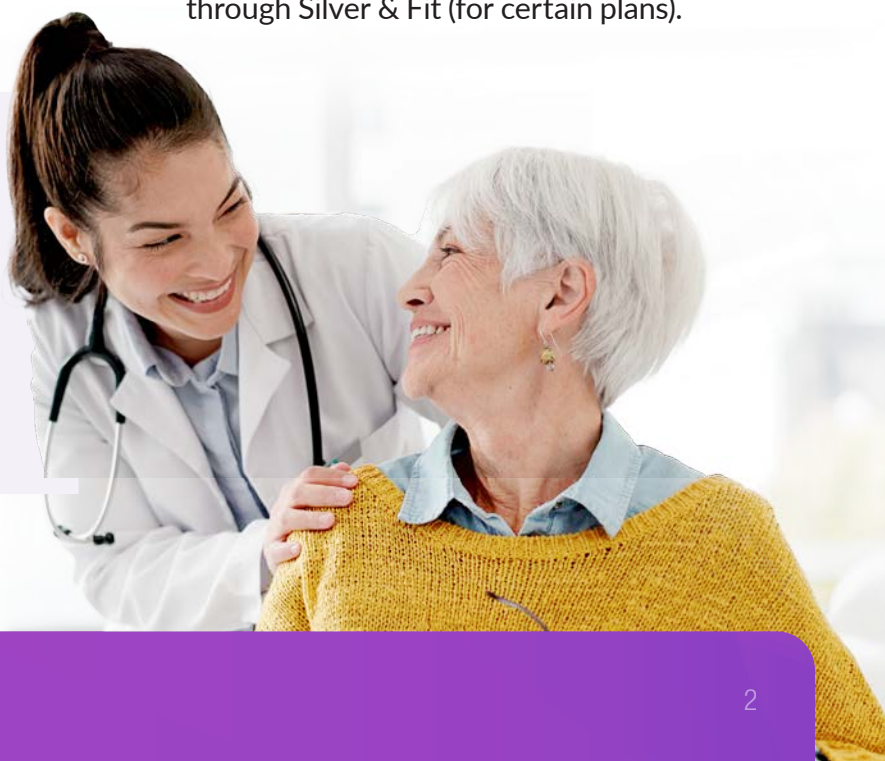
## 3. TRACKING YOUR PHYSICAL ACTIVITY

Has your doctor talked with you about physical activity this year?

### How Imperial can help:

- Ask your doctor—or Imperial—about home safety or physical therapy.
- Use the Nymbi Science App to stay active and prevent falls.
- You can get a free fitness center membership and a home fitness kit through Silver & Fit (for certain plans).

**AT IMPERIAL YOUR HEALTH AND WELL-BEING ARE OUR TOP PRIORITIES.**





## 4. IMPROVING BLADDER CONTROL

Have you had problems with leaking urine this year?

**How Imperial can help:**

- Talk with your doctor about ways to manage bladder issues, like:
  - » Bladder training exercises
  - » Medication
  - » Surgery
- Ask for a referral to a urologist or book a Virtual Clinic visit.

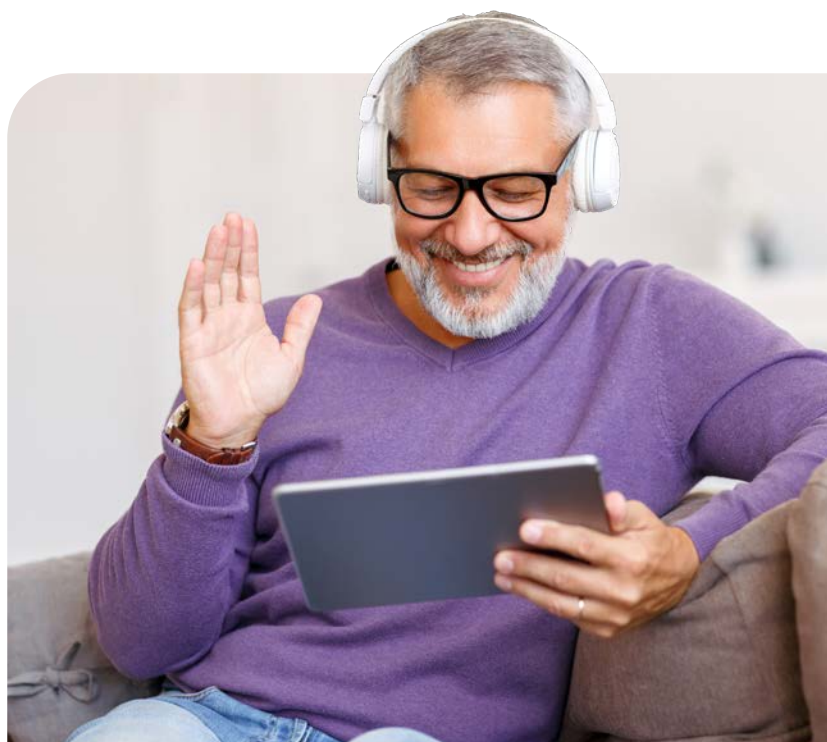
## 5. PREVENTING FALLS

Have you had a fall this year or last year?

Do you feel unsteady on your feet?

**How Imperial can help:**

- Ask your doctor or Imperial for a home safety check or physical therapy.
- Use the Nymb! Science App for daily balance exercises.
- You can get a free home fitness kit (see our website to learn more).
- Review your medications to see if any may increase fall risk.
- If you need a walker, cane, vision test, or hearing test, we can help arrange that.



## HOW OFTEN TO TALK WITH YOUR DOCTOR

Talk with your doctor during your next visit — or more often if needed. If your doctor is not available, Imperial's Virtual Clinic can provide care by phone or video.

**What to Ask Your Doctor:**

1. **Flu shot** – Every flu season (Fall/Winter)
2. **Breast cancer screening** (women 50–74) – annually
3. **Colorectal cancer screening** (ages 45–75):
  - » Colonoscopy – Every 10 years
  - » Sigmoidoscopy or CT Colonography – Every 5 years
  - » Cologuard/FIT-DNA test – Every 3 years
  - » Fecal occult blood test – Every year
4. **Mental health** (ages 65+) – Depression screening at least once a year
5. **Physical health** (ages 65+) – Review pain and daily activity level
6. **Exercise** (ages 65+) – Ask for a plan to stay active
7. **Osteoporosis screening** (women 65+) – Every 2 years or sooner if you've had a fracture
8. **Fall risk** (ages 65+) – Check once a year or after a fall
9. **Bladder control** (ages 65+) – Screen every 6 months. Use the Nymb! Science App for daily bladder control exercises



10. Blood sugar (A1C) if diabetic (ages 18–75):

» Every 4 months if A1C > 9%

» At least once a year if under control
11. Diabetic eye exam (ages 18–75) – Once a year
12. Kidney test (ages 18–75, with diabetes): uACR and eGFR – Once a year
13. Statin medication (ages 40–75, with diabetes) – Ask if needed
14. Blood pressure (ages 18–85) – Keep under 140/90
15. Statin for high BP (men 21–75, women 40–75) – Ask if needed
16. Medication review – Each visit:

» Ask if you still need all medications

» Talk about opioids or benzodiazepines if used over 30 days
17. Anticholinergics – If taking more than one for 30+ days, ask if both are needed



ADDITIONAL  
IMPORTANT TIMES  
TO TALK WITH  
YOUR DOCTOR

AFTER ANY LAB TESTS  
Review results together and understand what they mean

AFTER A HOSPITAL STAY  
OR EMERGENCY ROOM  
(ER) VISIT  
Definitely talk with your  
doctor within 7 days to  
make sure you’re healing well  
and that your treatments  
are still right for you.

STAY HEALTHY WITH  
PREVENTIVE CARE

Your doctor should check these things once a year or more often if needed. These checks help catch problems early and keep you feeling your best.

Visit the full list of preventive care tips here:

[USPSTF Recommendations](#)

NEED HELP?  
WE’RE JUST A CALL AWAY

Service	Phone Number
+Case Managers Mon–Fri, 8 am–5 pm	1-800-708-8273
Virtual Clinic Oct 1–Mar 31: Mon–Sun, 8 am–8 pm and Apr 1–Sept 30: Mon–Fri, 8 am–8 pm	1-800-838-8271 (TTY: 711)
Lucet (Mental Health Support) 24 hours a day, 7 days a week	1-833-838-8200
Hearing Test (HCS) Mon–Fri, 6 am–6 pm MT	1-866-344-7756
Vision Test (VSP) Mon–Sat, 6 am–5 pm	1-800-877-7195
American Specialty Health (ASH) 8 am–5 pm	1-800-848-3555
Pharmacy Department Mon–Fri, 8:30 am–5:00 pm, except holidays	1-626-788-0178
Nymb! Science App Mon–Fri, 8 am–5 pm MT	1-800-672-6854
Silver & Fit Mon–Fri, 5 am–6 pm	1-877-427-4788

We’re here to help you stay safe, healthy, and happy. If you have questions, please call us or visit: [www.imperialhealthplan.com](http://www.imperialhealthplan.com)

Yours in good health,

Dr. Muthukumar Vaidyaraman, MD,  
MBA, FACHE  
Chief Medical Officer

Raelynn Schafer, RN, MBA  
Director of Clinical Services

Evelyn Cho, PharmD  
Director of Pharmacy Services  
& Population Health



# IMPERIAL PHARMACY TEAM



We're a powerhouse of specially trained Pharmacists, Pharmacy Technicians, and Pharmacy Concierges. We can help you with all your medication needs, like understanding your copay, getting the prescriptions you need, finding solutions if your medicine costs too much, and more. By working together, we aim to optimize the health of Imperial's members. Let's collaborate for better health!

## IMPERIAL 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. 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 on page 6. We look forward to serving you!

## 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.

We partner with Birdi Mail Order to provide convenient home delivery of your prescriptions at no extra cost to you. Enjoy hassle-free service today! 1-855-873-8739 (TTY dial 711) or [Patientcare@birdirx.com](mailto:Patientcare@birdirx.com), [www.medimpact.com](http://www.medimpact.com)

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



**NEW MEDICARE  
COVERAGE FOR HIV  
PREVENTION – PREP  
NOW COVERED  
UNDER PART B**

Starting September 30, 2024, Medicare will begin covering PrEP (Pre-Exposure Prophylaxis) medications to help prevent HIV for people who are at higher risk. This coverage is part of a new decision from the Centers for Medicare & Medicaid Services (CMS).

**What You Need to Know:**

- **PrEP is moving from Part D to Part B** coverage.
- **There will be no cost** to you—PrEP is now a **preventive service** under Part B.
- Coverage also includes any screenings and counseling needed for PrEP.

**Why This Matters:**

Medicare Advantage plans like Imperial will now cover PrEP at no cost to members. This change helps make access to HIV prevention easier and more affordable.

If you have questions or need help with your PrEP medications, please contact **Imperial Pharmacy Services±**.

**TRAVEL WITH PEACE OF MIND!**

Planning a trip is exciting, but sometimes things don't go as planned. Imperial offers flexible pharmacy options to make sure you have the medications you need—so you can relax and enjoy your travels.

**Vacation Override – One Time Per Medication, Per Year**

If you're going out of town or traveling overseas, you may qualify for an **early refill** of your medication through our Vacation Override program. This benefit can be used once per year for each medication. For certain medications, we can provide up to a 100-day supply to cover your time away, so you're fully prepared and stress-free.

**LOST OR DAMAGED MEDICATION REFILL –  
ONCE EVERY 6 MONTHS, PER MEDICATION**

If your medication is lost or accidentally damaged, you can use our Lost Medication Refill benefit. This allows you to get a replacement refill once every 6 months for each medication.

We're here to help you stay on top of your health, no matter where your travels take you!



**± WAYS TO REACH IMPERIAL'S PHARMACY TEAM**

[www.imperialhealthplan.com](http://www.imperialhealthplan.com)

**Phone:** (626) 788-0178

**Fax:** (626) 689-4232

**Text:** (626) 322-2933

**Hours:** Mon–Fri, 8:30 am–5:00 pm, except holidays

**MEDICARE  
SPECIAL  
ELECTION  
PERIOD**

**DON'T MISS  
YOUR CHANCE!**



• **REMINDER**

If you've experienced a qualifying life event, such as losing employer coverage or moving to a new area, you may be eligible for a Special Election Period (SEP) to sign up for or change your Medicare plan.

**Who qualifies?** Those with special circumstances like loss of coverage, relocation.

**When? SEPs are time-sensitive!** Depending on your situation, you may have a limited window to enroll after your qualifying event.

**What can you do?** Review your Medicare options, compare plans, and ensure you have the best coverage for your needs.

Need help navigating your choices? Contact us at 1-800-838-8271\* (TTY: 711) to explore your options and make sure you're covered!



# 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 (TTY: 711), Mon–Fri, 5 am–5 pm PST or visit their website at [www.deltadentalins.com](http://www.deltadentalins.com).



## TRANSPORTATION SERVICE

Imperial provides up to 100 one-way trips per year to approved locations at no cost for qualifying members. Approved locations include doctor’s offices, labs, pharmacies, and vision and hearing providers. Schedule your ride by calling **1-844-743-4344** (TTY: 711), 24 hours a day, 7 days a week.



## 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), hours of operation on page 10.



## GYM BENEFIT PROGRAM

Eligible members can enjoy a fitness center membership with a \$0 copayment and receive one no-cost home fitness kit. Visit our website to learn more.



## OVER THE COUNTER (OTC) 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 **1-855-263-6673** (TTY: 711), Mon–Fri, 8 am–8 pm.



## BEHAVIORAL HEALTH BENEFIT

We’re excited to share that Imperial offers behavioral health benefits at no extra cost to you! See page 10 for more details.



# IMPERIAL'S POPULATION HEALTH/ CASE MANAGEMENT PROGRAMS

Population health means looking at the health of everyone in our community and finding ways to help everyone stay healthy. At Imperial, we focus on improving the health of all our members, not just treating illnesses. We consider factors like socioeconomic status, race/ethnicity, and social networks, which can all impact health

**Our goal is to provide high-quality care that meets everyone’s needs.**

Visit our website at [www.imperialhealthplan.com](http://www.imperialhealthplan.com) and click on the Health Management Program page to learn more about our programs, eligibility criteria, opt-in and opt-out options, and referral pathways for case management.

## SOME OF THE OFFERED PROGRAMS INCLUDE:



DIABETES MANAGEMENT PROGRAM



SMOKING CESSATION PROGRAM



CASE MANAGEMENT PROGRAM



REVIEW YOUR MEDICATION LIST  
WITH OUR PHARMACY TEAM

For more information about our programs, please call: (626) 788-0178, (TTY: 711), Mon–Fri from 8:30 am–5:00 pm, except holidays.

## WE ARE HERE FOR YOU

Remember, we are always here to help you. If you have any questions, don’t hesitate to contact us at 1-800-838-8271\* (TTY: 711). You can also find more information on our website, [www.imperialhealthplan.com](http://www.imperialhealthplan.com).

Visit the Health Management Programs on our website for practical health tips, preventative care resources, health risk assessment tools to help you stay on top of your well-being.

Complete your Health Risk assessment today to gain valuable insights into your health and access personalized wellness resources! Submit it to Imperial by mail—the mailing address is available on Imperial's website—or call the Member Services\* number for assistance.

## ACCESSING THE MEMBER PORTAL

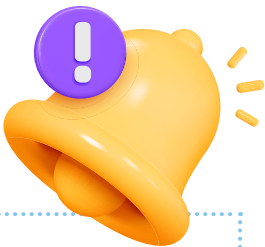
1. Log onto the <https://members.imperialhealthplan.com/member/signup>
2. Register or enter your username and password.

Remember, **we are always here to help you.** If you have any questions or need support, don’t hesitate to contact us. You can also find more information on our website.





# ADDITIONAL REMINDERS



## PHARMACY BENEFITS AND MANAGEMENT UPDATES

You can find annual changes and ongoing updates regarding your drugs, including drug coverage rules and preferred options, on our Imperial website. Here's what you can access:

1. List of covered drugs also known as the Formulary along with a drug search tool on the Pharmacy Resources page.
2. How to use your plans coverage for prescription drugs.
3. An explanation of quantity limits
4. The process for generic substitution, therapeutic interchange, or step therapy protocols.
5. How your doctor should submit information to support coverage for a drug that is not listed as a covered medication.

All this information is available in your Evidence of Coverage (EOC) and on the [Pharmacy Resources](#) page on the website.

To find your plan specific EOC, visit the Benefits

page and refer to chapter 4: Medical Benefits Chart, chapters 5: Using the plan's coverage for Part D prescription drugs and chapter 6: What you pay for your Part D prescription drugs.

Please reach out to the Imperial Pharmacy Department at (626) 788-0178, Mon–Fri 8:30 am–5:00 pm if you have any questions. In addition, to improve the quality and clarity of pharmacy benefit information, please report any errors or share your feedback.

To locate a network pharmacy nearby, visit [www.openenrollment.medimpact.com/](http://www.openenrollment.medimpact.com/) and enter your plan reference code.

You can log into the member portal or call MedImpact at (877) 391-1105 5 am–5 pm PST to:

- Learn about your drug costs.
- Order existing, unexpired mail order drugs
- Find a network pharmacy near you by zip code.
- Explore generic alternatives.

<https://imperialhealthplan.com/>

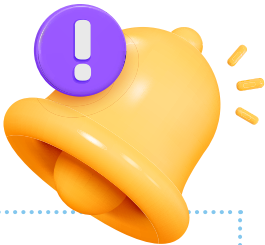
## THE NYMBL APP: GET SUPPORT FOR BALANCE, BLADDER HEALTH, OR BOTH

As we age, balance and bladder issues can make it harder to move freely. The Mayo Clinic reports these are two of the most common changes of aging, but can be improved. Have you ever tripped on a curb? Do you wake up often to pee at night? NymbL's app is proven to boost balance and ease bladder symptoms. That's why it is trusted by over 150,000 people and loved by doctors. NymbL offers programs for balance, bladder, or both - personalized to you (at no cost to you).

To enroll now (or learn more), visit: [enroll.nymbLscience.com](http://enroll.nymbLscience.com). Or, download the NymbL app from the Apple App Store® or Android Google Play Store™.



# ADDITIONAL REMINDERS



## LUCET MAKES FINDING BEHAVIORAL HEALTH SUPPORT SIMPLE

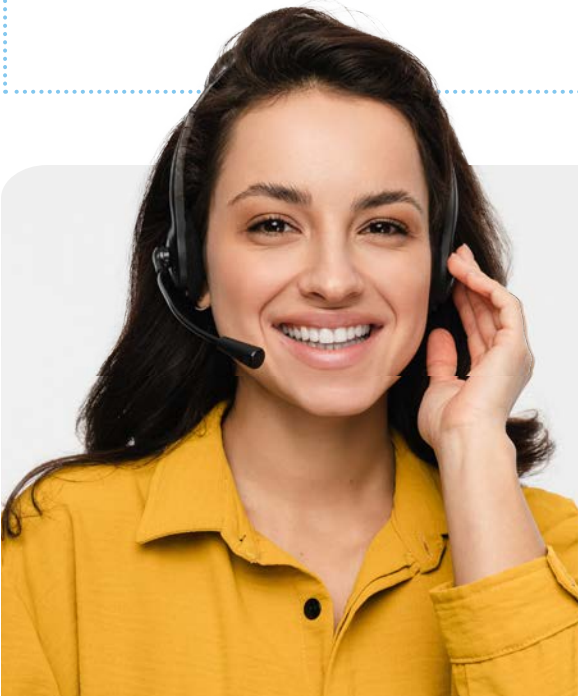
We know that finding the right mental health support can sometimes be overwhelming. Here at Imperial, we want to make your journey easier, which is why we've partnered with Lucet, to provide you with resources to help you get the care you deserve.

Whether you're looking for immediate support or ongoing care, Imperial & Lucet are here to help 24 hours a day, 7 days a week. With Lucet, you can:

- Find care quickly—Lucet will help guide you to the right services, so you don't have to navigate the system on your own. As Imperial's mental health concierge, they will help you get connected to appropriate services and resources on one phone call. Lucet's care navigators will discuss your needs, your preferences in location and providers and will direct schedule you into an appointment.

- Access mental health resources on demand—The Lucet Resource Center has a wide variety of resources on mental and behavioral health topics available to you at any time. From discovering mental health myths and facts and in our updated Mental Health Awareness Toolkit or learning more about Substance Use Disorders, they'll guide you to the right resources and meet you where you are.
- Receive Care Management Support—Lucet's Care Management teams will help coordinate your care and assist you in accessing appropriate treatment, understanding behavioral health benefits and community resources, allowing you to focus on what matters to you without worrying about the details, completely free.

Taking care of your mental health should be easy, and with Lucet, it is. For more information, call Lucet, Imperial's behavioral health partner at 1-833-838-8200, 24 hours a day, 7 days a week to get started.



## IF YOU HAVE QUESTIONS CALL IMPERIAL MEMBER SERVICES AT \*1-800-838-8271 (TTY: 711)

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

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