

FALL 2025 MEMBER NEWSLETTER

**SEPTEMBER
IS SUICIDE
AWARENESS
MONTH**

**VACCINES RECOMMENDED
FOR SENIORS**

**MEDICARE SPECIAL
ENROLLMENT PERIOD**

**+ MUCH
MORE**



**IMPERIAL
HEALTH PLAN**
OF CALIFORNIA

A MESSAGE FROM OUR CHIEF MEDICAL OFFICER

DEAR MEMBER,

As we enter the Fall season, I want to thank you for being part of the Imperial Health Plan of California, Inc. (HMO) (HMO SNP) family. Your health and well-being are our highest priority, and we are always here to support you with the care, resources, and services you need. Our goal is to help you live healthier, safer, and more fulfilling lives—and we are proud that Imperial has achieved National Committee for Quality Assurance (NCQA) accreditation across all our health plan products.

The Fall months bring cooler weather and new opportunities to stay active, engaged, and healthy. This is also the season to prepare for the upcoming Annual Enrollment Period in October. During this time, you can review your benefits and make sure your coverage continues to meet your needs. If you have questions, our *Member Services team is here to help.

1 PREVENTIVE CARE IS POWERFUL

Preventive services help you stay healthy and catch problems early. Many screenings do not require prior authorization—just an order from your doctor. Examples include cancer screenings, diabetes and cholesterol checks, vaccines, and mental health support.

2 VACCINES RECOMMENDED FOR SENIORS

The latest evidence supports routine vaccination for older adults against:

- Influenza – High-dose or adjuvanted vaccines are preferred; annual vaccination is recommended every flu season.
- Pneumococcal disease – PCV15 or PCV20; PPSV23 may be used after PCV15 (not after PCV20).
- Herpes zoster (Shingles) – Shingrix, two-dose series for adults ≥ 50 years.
- COVID-19 – Ongoing boosters tailored to variants and risk.
- Tdap (Tetanus, Diphtheria, and Acellular Pertussis) – Every 10 years.
- Hepatitis B – For seniors at risk.
- RSV (Respiratory Syncytial Virus) – Recommended for adults ≥ 60 years, especially those with chronic conditions.

3 MEDICATION SAFETY TIPS FOR SENIORS

Medicines can help control chronic conditions, but in older adults they need extra monitoring.

What to watch for:

- **Diabetes medicines** – risk of low blood sugar, falls, dehydration.
- **Heart medicines** – risk of dizziness, kidney problems, confusion.
- **COPD (Chronic Obstructive Pulmonary Disease) inhalers** – risk of pneumonia or rhythm changes.
- **NSAIDs (Non-Steroidal Anti-Inflammatory Drugs), opioids, steroids** – risk of stomach bleeding, constipation, or falls.
- **Blood pressure medicines** – risk of dizziness, swelling, electrolyte imbalance.
- **Memory medicines** – risk of nausea, fainting, confusion.



How Doctors Keep You Safe:

- Check kidney and liver function.
- Watch for falls, dizziness, or memory changes.
- Review medicines often to reduce or stop when safe.
- Adjust doses slowly and carefully.

What you can do:

- Bring an updated medicine list to every visit.
- Ask: “Do I still need all these medicines? Can any be lowered or stopped?”
- Report dizziness, stomach pain, or balance changes.
- Get regular check-ups and labs when on long-term medicines.

QUESTIONS YOU CAN ASK YOUR DOCTOR

When Healthy, ask:

- Do I need any shots or check-ups for my age?
- Are all my medicines still needed?
- How can I stay steady on my feet?
- Should I be checked for memory or mood changes?
- Is my future care plan up to date?

When Sick, ask:

- What will happen with this illness, and what signs should I watch for?
- Do I need to change my medicines while sick?
- What treatments fit my goals?
- Should my family help with decisions, and how do I share my wishes?

Remember. You always have the right to **informed consent** (saying yes after risks/benefits are explained) or **informed refusal** (saying no after understanding options).

STAYING HEALTHY THIS FALL

- Protect yourself and your loved ones and get your flu, COVID-19, and RSV vaccines—these can be given at the same visit. Most of these vaccines are covered at \$0 cost.
- Stay active: walks, chair exercises, and safe home routines count.
- Eat fall fruits and vegetables (pumpkin, squash, apples, pomegranates).
- Stay hydrated unless your doctor advises limits.
- Review your benefits during Annual Enrollment Period (October 15 – December 7, 2025).

IMPERIAL IS HERE FOR YOU

At Imperial, you are part of our family. We’re here to support your care, answer your questions, and help you get the most from your benefits. The newsletter is one way we connect you with resources to keep you healthy, independent, and satisfied. Please don’t hesitate to reach out—we’re always here to help.

Visit us at: www.imperialhealthplan.com

Or call Member Services: *1-800-838-8271 (TTY 711)

Yours in good health,

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



NEW FOR 2025

Imperial is partnered with the following vendors:

- **Nymbl App** – Free app for balance and bladder health: my.nymblscience.com/InApp
- **&more OTC (over-the-counter) and Rewards** – Expanded network now includes Walmart and Walgreens.
- **Lucet Behavioral Health** – Call 833-838-8200 (24/7) for support.
- **New Provider Groups** – Imperial is expanding access through partnerships with Heritage Provider Network (multiple groups across CA), Korean American Medical Group, Center IPA, KOVA Healthcare, Angeles IPA, Blue Zones/Access Medical, Passion for Healing, and Imperial County Physicians Group.

“At Imperial,
you are part of our family.”



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 OFFERS PHARMACIST SUPPORT:

- **Free pharmacist consultations** to review your medications.
- **Medication Therapy Management (MTM)** for eligible members to help manage chronic conditions like diabetes, high blood pressure, and high cholesterol.
- **Personalized outreach** – our pharmacists may contact you if we notice a gap in your medication refills.

To dial a Pharmacist call (626) 788-0178, 8:30am to 5pm Monday – Friday, except holidays.

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 visit www.imperialhealthplan.com, choose your state and county, then click on the Members tab and navigate to Pharmacy Resources. You can also reach out to our Pharmacy team at any of the ways listed below. 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! (855) BirdiRx or 1-855-247-3479 (TTY 711), Mon to Fri: 8:00 am - 8:00 pm EST, Sat: 9:00 am - 5:00 pm EST or Patientcare@birdirx.com, www.medimpact.com

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



WAYS TO REACH IMPERIAL'S PHARMACY TEAM

www.imperialhealthplan.com

Phone: (626) 788-0178[±]

Fax: (626) 689-4232

Text: (626) 322-2933

Hours of Operation: 8:30 am–5:00 pm,
Monday–Friday, except holidays

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!

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 (Human Immunodeficiency Virus) 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**.

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 at www.imperialhealthplan.com.



• REMINDER



DEPENDING ON ELIGIBILITY, WE OFFER VARIOUS HEALTH BENEFITS INCLUDING:



DENTAL SERVICE

Imperial offers dental services in partnership with 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 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), hours of operation on page 9.



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.



OVER THE COUNTER (OTC) BENEFIT

Earn OTC and Food & Produce benefits by taking care of your health! You can use these benefits online (www.andmorehealth.com), in-store, or by phone. For more information, call Imperial Member Services **1-855-263-6673** (TTY: 711), Mon–Fri, 8 am–8 pm.

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.

Visit www.imperialhealthplan.com, choose your state and county, then click on the Members tab and navigate to Health Management Programs page 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.



GYM BENEFIT PROGRAM

Eligible members can enjoy a fitness center membership with a \$0 copayment and receive one no-cost home fitness kit. Visit www.imperialhealthplan.com and download your Summary of Benefits to view details specific to your plan.



BEHAVIORAL HEALTH BENEFIT

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.

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 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

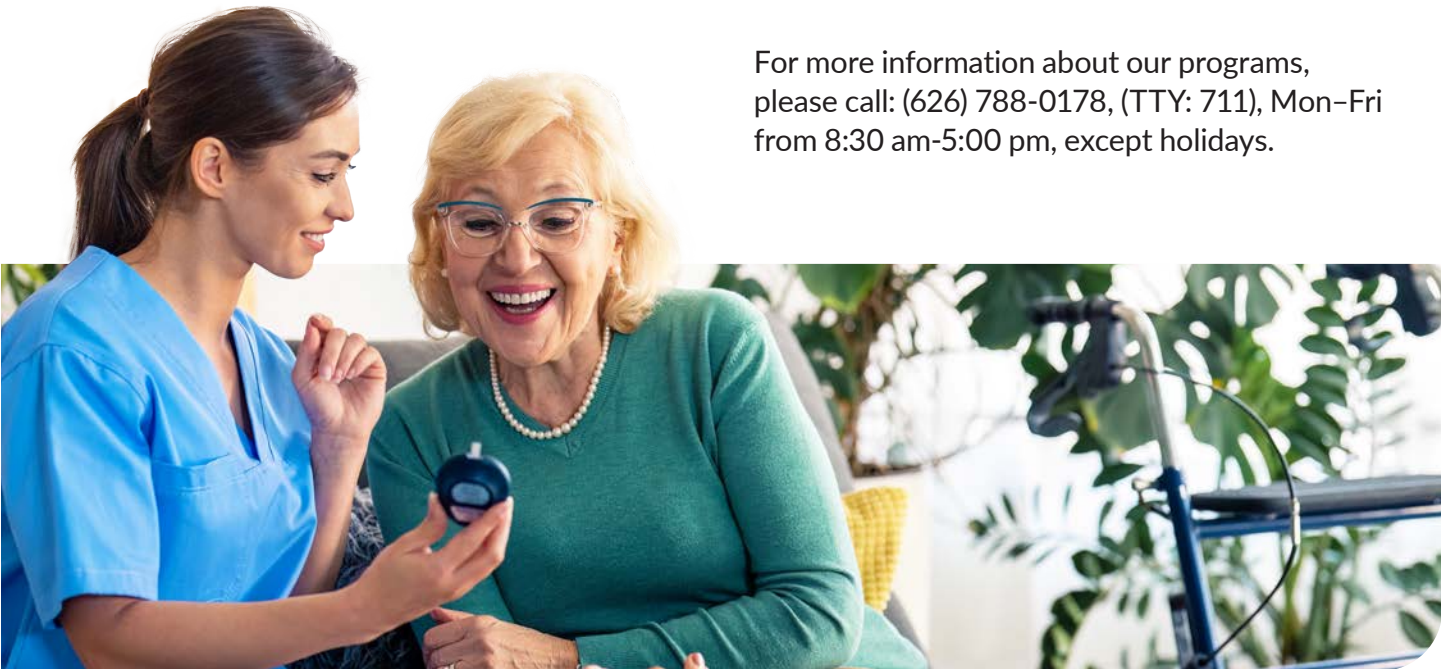


CASE MANAGEMENT PROGRAM



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.



MEDICARE SPECIAL ENROLLMENT PERIOD

**DON'T MISS
YOUR CHANCE!**

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 Enrollment 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* to explore your options and make sure you're covered!



• REMINDER

PHARMACY BENEFITS AND MANAGEMENT UPDATES

You can find annual changes and ongoing updates regarding your drugs, including drug coverage rules and preferred options, visit www.imperialhealthplan.com, choose your state and county, then click on the Members tab and navigate to Pharmacy Resources. Here's what you can access:

- List of covered drugs also known as the Formulary along with a drug search tool on the Pharmacy Resources page.
- How to use your plans coverage for prescription drugs.
- An explanation of quantity limits
- The process for generic substitution, therapeutic interchange, or step therapy protocols.
- 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/ and enter your plan reference code.

You can log into the member portal at <https://members.imperialhealthplan.com/member/signup> and register or enter your username and password or call MedImpact at (877) 391-1105 to:

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

www.imperialhealthplan.com/

WALK YOUR WAY TO BETTER HEALTH

– A Message from Dr. Oz

Hello,

I'm Dr. Mehmet Oz, head of the Medicare program, and I'm excited to introduce my new email series to help you stay healthy. As a doctor, I believe simple daily habits, like smart food choices and regular exercise, can help keep you healthier for longer and prevent future health problems.

One of the simplest ways to start is walking! Just 30 minutes of walking a day can:

- Lower your risk of heart disease, stroke, and type 2 diabetes
- Help manage your weight

- Strengthen your bones and muscles, and reduce the risk of falls and injuries

- Boost your mood and mental well-being

If 30 minutes a day is more than you can do right now, start slowly and gradually increase your time and distance. Remember to wear sturdy shoes and warm up before your walk.

Talk with your doctor during your yearly wellness visit about how walking might fit into your personalized prevention plan. I encourage you to take that first step. Even a short walk today is a step toward better health tomorrow.

Stay well,

Dr. Oz

Watch this video from Dr. Oz to learn more: www.youtube.com/watch?v=v_-UFEH-o7k



• REMINDER

ADDITIONAL REMINDERS



SEPTEMBER IS SUICIDE AWARENESS MONTH

September is Suicide Awareness Month—a time to raise awareness, offer support, and share potentially life-saving information with one another.

Lucet offers a Suicide Prevention Toolkit you can use throughout 2025 to help educate and support your community. This year's toolkit includes updated articles, tip sheets, and infographics to help start meaningful conversations and highlight suicide risk factors.

[Access the Toolkit Here](#)

Research shows that something as simple as a supportive phone call can reduce suicidal thoughts for up to two days. Honest, compassionate conversations about mental health not only save lives—they also help individuals cope with grief and guilt after a loss. With the right tools, understanding, and support systems, help is always within reach.

To find Spanish-language resources, visit our Resource Library at <https://resources.lucet.health/>, and use the filters for “Suicide Prevention” and “Español” on the left side.

If you or someone you know is in a crisis, help is available.

You can talk to someone now by calling the **998** Suicide and Crisis Lifeline, available 24 hours, 7 days a week.

NOVEMBER IS NATIONAL FAMILY CAREGIVERS MONTH!

This year's Family Caregivers and Aging Support Toolkit includes updated videos, articles, tip sheets and an infographic for caregivers about how to advocate for their loved ones' wellness as they age and for themselves as caregivers.

Aging is a privilege that can also bring unique challenges to the mental health of the elderly and their families. With age comes wisdom, but with the added stress of illness, isolation, loss of independence and increased reliance on family to provide physical and emotional support. The emotional toll that caring for our older generation can take on caregivers — often while they are also raising their own children — cannot be ignored.

Access the toolkit below: <https://resources.lucet.health/toolkit-family-caregivers-and-aging-support>.

To locate resources in Spanish, navigate to the Resource Library on <https://resources.lucet.health/> then filter for Primary Care and Español on the left side.



ADDITIONAL REMINDERS



**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.

“

**Age is simply the number of years
the world has been enjoying you!"**

”

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. Imperial does not exclude anyone or treat them unfairly because of race, color, national origin, age, disability, or sex. ATTENTION: If you speak English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-800-838-8271 (TTY: 711) or speak to your provider. Imperial Health Plan of California (HMO) (HMO SNP) cumple con las leyes federales de derechos civiles aplicables y no discrimina por cuestiones de raza, color, nacionalidad, edad, discapacidad o género. Imperial no excluye a nadie ni lo trata injustamente por motivo de raza, color, origen nacional, edad, discapacidad o sexo. ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles, sin costo alguno, las ayudas y servicios auxiliares apropiados para proporcionar la información en formatos accesibles. Llame al 1-800-838-8271 (TTY: 711) o hable con su proveedor.

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