

WINTER  
2026

# MEMBER NEWSLETTER

**START THE NEW  
YEAR WITH  
SUPPORT**

**PHARMACY BENEFITS  
STAY PROTECTED WITH  
WINTER VACCINES**

**+ MUCH  
MORE**



IMPERIAL  
HEALTH PLAN  
OF CALIFORNIA

# A MESSAGE FROM OUR CHIEF MEDICAL OFFICER

## DEAR VALUED MEMBER,

Season's greetings! I want to thank you for being part of the Imperial Health Plan of California, Inc. (HMO) (HMO SNP) family. As your Chief Medical Officer, my goal is to help you stay healthy and safe this winter. Cold weather brings new challenges—flu season, breathing problems, and medication changes—but with a little preparation, you can enjoy a healthy season ahead. This guide highlights important steps you can take to protect yourself and your loved ones.

## 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. STAY PROTECTED WITH WINTER VACCINES

Vaccines are one of the best ways to prevent serious illness. Here's what's recommended:

- **Flu (Influenza)** – Everyone 6 months and older should get a yearly flu shot. High-dose or adjuvanted vaccines work best for adults 65 and older.
- **COVID-19** – The 2024-2025 updated vaccine helps prevent hospitalization, especially in older adults and those with chronic conditions.
- **RSV (Respiratory Syncytial Virus)** – Adults 60+ and pregnant women should get one RSV vaccine. Babies in their first RSV season can receive nirsevimab (Beyfortus) for strong protection.
- **Pneumococcal (Pneumonia)** – Adults 65+ should receive PCV20 (or PCV15 with PPSV23 if advised). Adults 19-64 with diabetes, heart, or lung disease should also get vaccinated.
- **Shingles (Herpes Zoster)** – Adults 50+ need two doses of Shingrix 2–6 months apart.
- **Tdap (Tetanus, Diphtheria, and Acellular Pertussis) and Hepatitis B** – A Tdap booster every 10 years, and Hep B for seniors or those with risk factors.

It's safe to receive your flu, COVID-19, and RSV vaccines during the same visit to save time and stay protected.

## 3. MANAGING CHRONIC CONDITIONS

- **Heart Disease:** Cold weather can raise blood pressure and strain the heart. Flu and COVID-19 can trigger heart attacks, so vaccination and staying warm are essential.
- **Diabetes:** Low temperatures may increase episodes of low blood sugar. Monitor glucose often, eat regularly, and discuss your medication plan with your doctor.
- **Lung Disease (COPD: (Chronic Obstructive Pulmonary Disease, Asthma):** Cold air can narrow airways and increase coughing or shortness of breath. Avoid outdoor activity on freezing days and use your inhalers as directed.

Tip: Members with chronic conditions can benefit from Imperial's Case Management Program. Our nurses and social workers help coordinate care and support your health goals. Call **1-626-655-8820**, Monday–Friday from 8 am–5 pm, except holidays for more information.

Thank you for trusting us with your health care in 2025 and beyond



*happy holidays*

## MEDICATION SAFETY IN WINTER

Certain medications can increase risks during cold weather. Review your prescriptions with your doctor to stay safe.

- **Fall Risk:** Sleep aids, pain medications, and some blood pressure pills may cause dizziness. Move slowly and keep walkways clear of ice.
- **Blood Sugar Medicines:** Sulfonylureas and insulin can lead to low blood sugar in cold weather. Know the warning signs: shakiness, sweating, fast heartbeat.
- **Blood Thinners:** Falls on icy ground can cause serious bleeding. Use handrails and wear nonslip shoes.

## STAY WARM AND SAFE

**Dress in Layers:** Cover your head, hands, and feet. Change out of wet clothes quickly.

- **Keep Your Home Warm:** Set indoor temperature to at least 65°F (18°C). If you need help with heating costs, contact \*Member Services for resources.
- **Watch for Warning Signs:** Shivering that won't stop, confusion, slurred speech, or numbness in extremities may signal hypothermia or frostbite. Seek care right away.

## FOR HIGH RISK GROUPS

- **Older Adults (65+):** Get all recommended vaccines and avoid going out on icy days. Keep a list of your medications and review them with your doctor each visit.
- **People with COPD or Asthma:** Breathe through your nose, cover your mouth with a scarf, and carry your rescue inhaler.
- **People with Diabetes:** Check your blood sugar frequently, keep your feet warm and dry, and examine them daily for injuries.

## PREVENTIVE CARE AND SCREENINGS

Winter is a great time to catch up on routine check-ups:

- Blood pressure and cholesterol screenings
- Diabetes and kidney tests
- Cancer screenings (colorectal, breast, cervical, lung)
- Body mass index and fall-risk assessments

Schedule your Annual Wellness Visit (AWV) to review your care plan and ensure all chronic conditions are accurately documented.



## YOUR IMPERIAL BENEFITS

Your plan offers a range of programs to support your well-being:

- **&more / Soda Health/ Evermore OTC and Rewards Program** – Can be used to purchase eligible items at Walmart and Walgreens. Rewards are earned separately when designated health screenings and tests are completed.
- **Lucet Behavioral Health** – 24/7 mental health support at 833-838-8200.
- **Nymbi App** – A free tool to help with balance, strength, and bladder training.
- **Case and Disease Management** – Personalized help for chronic conditions.
- **Transportation Assistance** – Available for eligible members to attend appointments.

All recommended vaccines and preventive services are covered at no cost when you see an in-network provider.

## TAKE ACTION NOW!

- ✓ Schedule your vaccines and annual check-up.
- ✓ Review your medications with your doctor or pharmacist.
- ✓ Prepare your home for cold weather.
- ✓ Call Member Services\* for any questions or help accessing care.

**Stay Warm. Stay Healthy. Stay Connected.**

Imperial is proud to be your partner in health. Together, we can make this winter a season of wellness and peace of mind.

Wishing you and your family good health this winter.

Sincerely,

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

# START THE NEW YEAR WITH SUPPORT

The start of a new year is a great time to put your mental health first. Lucet, your behavioral health partner, offers tools and resources to support your well-being. With winter and the holiday season bringing extra stress and challenges, we've put together relevant toolkits to help you find support when you need it most.

These resources include a [Stress Prevention Toolkit](#), [Veterans Support Toolkit](#) and [Eating Disorder Awareness Toolkit](#). We encourage you to explore and share these tools as needed to help support a healthier, more balanced year ahead.



# 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.



**"Wrinkles will only go,  
where the smiles have been"**

Jimmy Buffett



# 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<sup>±</sup>, 8:30 am to 5 pm 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](http://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](mailto:Patientcare@birdirx.com), [www.medimpact.com](http://www.medimpact.com)

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

## 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<sup>±</sup>

Fax:

(626) 689-4232

Text:

(626) 322-2933

Hours of Operation:

8:30 am–5:00 pm,

Monday–Friday, except holidays



# 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/](http://www1.deltadentalins.com/).



## 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](http://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.



## FOOD AND PRODUCE BENEFIT

To qualify for the Food & Produce benefit, you must be enrolled in the Imperial Senior Value (HMO C-SNP) 005 or Imperial Dynamic Plan (HMO) 012 and have an eligible and documented chronic condition (listed in your summary of benefits). 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 [www.imperialhealthplan.com](http://www.imperialhealthplan.com) and download your Summary of Benefits to view details specific to your plan.



## 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.



## 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.



# 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](http://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:

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<sup>±</sup>, 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 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/](http://www.imperialhealthplan.com/)

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



• REMINDER

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

# ADDITIONAL REMINDERS



## 2026 MEMBER QUALITY REWARDS PROGRAM

Reward yourself by taking care of your health!

Get \$150 in rewards for 2026 by completing health screenings and tests before November 30, 2026!

\$30

### Annual Wellness Exam

Complete an Annual Wellness Exam with your doctor.

\$10

### Kidney Health Evaluation

For members ages 18-85 who complete both a blood test for eGFR and a urine test for albumin and creatinine.

UPTO  
\$20

### Balance & Bladder

For members who join Nymb1 and complete 5 trainings per quarter using the app. Earn \$5 per quarter (as reported by Nymb1 to qualify).

\$10

### Colorectal Screening

For members ages 45-75 who complete a recommended colorectal cancer screening such as a colonoscopy, flexible sigmoidoscopy, CT colonography, Cologuard test, or FIT/FOBT kit.

\$25

### Health Risk Assessment (HRA)

An HRA may be completed with your doctor or a member of Imperial's staff.

\$10

### Retinal Eye Exam

For members ages 18-75 who complete a recommended retinal eye exam.

\$25

### Breast Cancer Screening

For members ages 50-74 who complete a mammogram.

UPTO  
\$20

### Blood Pressure

Enter your Blood Pressure reading in the Member Portal once per quarter and earn \$5 for each entry.

Reward funds are added to your **&more card** after Imperial receives and processes supporting documentation for the completed service or correct claims from your provider, please allow up to 30 days for processing.

Activities must be completed by November 30, 2026, to be eligible for a reward.



Call Imperial Member Services\* with any questions:  
**1-800-838-8271, TTY 711**

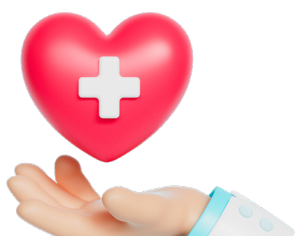
We are open October 1–March 31: Monday–Sunday, from 8:00 am PST–8:00 pm PST and April 1–September 30: Monday–Friday, from 8:00 am PST–8:00 pm PST.

# ADDITIONAL REMINDERS



## 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!



## 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. 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.

IR\_799 H5496 2026 Winter Mbr Newsletter\_C ENG