



IMPERIAL  
HEALTH PLAN  
OF CALIFORNIA

# IMPERIAL PROVIDER NEWSLETTER

SPRING 2026



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## Message from our Chief Executive Officer, Paveljit Bindra, MD.



As CEO of the Imperial Health family of companies, it is truly our honor to serve you. Whether you are a Medicare member with Imperial Health Plan of California, Inc. or an Exchange member with Imperial Insurance Companies, Inc., you are at the heart of everything we do. We are grateful for the significant growth we have experienced across both our Medicare and Exchange plans, and with that growth comes a deep responsibility to ensure our operations continue to meet your needs with excellence and compassion.

Throughout the year, you will engage with our dedicated staff and trusted provider partners to help ensure you are seen in a timely manner, your medication needs are addressed, and your preventive care is supported through strong health maintenance and quality improvement initiatives. Our commitment is to help keep you healthy in body, mind, and spirit. This newsletter is one of the many ways we aim to keep you informed about important updates, programs, and resources available to you. Thank you for placing your trust in us—we are proud to be your partner in health.

**Paveljit Bindra**  
**Chief Executive Officer**  
**Imperial Health Plan of California, Inc. & Affiliated Companies**



## CMS STARS Measure

### Medication Adherence

#### How do you make an impact on medication adherence?

As we approach Spring, the Pharmacy Services Department at Imperial wants to focus and emphasize our efforts on our members and their adherence to medications. Medication adherence is vital to the overall health and wellness of our patients. Poor medication adherence for chronic conditions often can negatively impact clinical outcomes, quality of life, and lead to higher rates of readmissions.

Together, we want to create a plan to improve and achieve the greatest level of adherence. As a reminder, our plan offers 100-day supply on most maintenance medications. Utilization of this pharmacy benefit can significantly reduce both trips to the pharmacy and cost in certain situations. Clearly communicate with and educate your patients – what are the medications for and why they are important to take on a regular basis. Involving family members and caregivers in treatment plans, especially for elderly patients. Save the patient money by prescribing Tier 1 and Tier 2 medications.

### COB and POLY-ACH Measures

Imperial Health Plan monitors the Concurrent Use of Opioids and Benzodiazepines (COB), which identifies members using both drug classes concurrently, and the Polypharmacy: Use of Multiple Anticholinergic Medications in Older Adults (Poly-ACH), which measures the use of multiple anticholinergic agents. CMS recommends regular medication reviews, avoidance of high-risk combinations when clinically appropriate, and deprescribing or safer alternatives to reduce the risk of adverse events and improve patient safety.

You can find the Part D formulary list by going to:

1. <https://imperialhealthplan.com>
2. Select your state and county.
3. Scroll down the quick links and under “Prescription Search” select the Plan Benefit Package.

You can also ask for a coverage decision and/or exception by:

Phone: Medimpact's Dedicated Pharmacy Help Desk #: 877-391-1105

Fax: Submitting a written request or a completed Medicare Prescription Drug Determination Request Form by fax to 1-858-790-7100

Online: <https://mp.medimpact.com/partdcoveragedetermination>

Mail your request to: Attn: Clinical Services 10181 Scripps Gateway Court San Diego, CA 92131

You might hear from our team on a regular basis regarding your patients' medications. Please help us by responding to our requests so that we can keep our members adherent. We invite you to reach out to us as well should you have any questions or concerns. Our team is a small but mighty group of specially trained Pharmacists, Pharmacy Technicians, and Pharmacy Concierge. We are experts in pharmacy benefits, formulary, coverage determinations, appeals, and more. We hope that in collaborating, we can help optimize the health of our members.

Providers and members may access monthly formulary updates by visiting the Imperial Health Plan website and following the steps below:

1. Go to <https://imperialhealthplan.com>
2. Select your state and county.
3. Go to Members then Pharmacy Resources
4. Go to Formulary Change Notice

## 2026 Provider Spring Newsletter

The CDC recommends the pneumococcal vaccine for adults 65 years or older, RSV vaccine for adults 60 years and older to protect from severe RSV and the updated 2025-2026 COVID vaccine for everyone ages 6 months and older based on individual-based decision-making.

Please help us keep our member population protected and safe this spring season.

Recommended vaccines for seniors—including pneumonia, RSV, shingles, and COVID-19—are available at all network pharmacies and are covered with a \$0 copay. Please encourage eligible members to receive these important vaccinations to help prevent serious illness.



## Maximum Fair Price Medications

As part of the Inflation Reduction Act, starting in January 2026 CMS and drug manufacturers have negotiated maximum fair prices (MFPs) on certain medications. Please notify the pharmacy services department if your patients are experiencing access issues to these medications. These medications include:

- Eliquis
- Farxiga
- Jardiance
- Xarelto
- Enbrel
- Imbruvica
- Novolog/Fiasp
- Entresto
- Januvia
- Stelara



Phone (626) 788-0178



Fax (626) 689-4232 [Pharmacy@imperialhealthplan.com](mailto:Pharmacy@imperialhealthplan.com)

Sincerely, Imperial Pharmacy Department





## Active Initiatives to Address Persistent Care Gaps

Imperial Health engages contracted vendors each year to support our efforts to address persistent care gaps associated with HEDIS and Star performance measures and/or other concerns. The following vendors are contracted this year for the stated activities. Eligible members may be contacted by and/or receive services from one or more of these vendors, at no cost to them. To find out more, please contact your assigned QI Specialist, or email us at [QIM@ImperialHealthHoldings.com](mailto:QIM@ImperialHealthHoldings.com).

### Simple HealthKit ([simplehealthkit.com](https://simplehealthkit.com))

#### Program overview

- Imperial Health contracts with Simple HealthKit (SHK) to provide eligible members with at-home sample collection kits to screen for colon health, diabetes (HbA1c), and kidney function. Members first receive a preparatory postcard, followed by a kit that includes a letter from Imperial's CMO with instructions.
- Imperial Health makes every effort to avoid duplicate testing by excluding members who have recently been screened or are already compliant for relevant performance measures, or who are participating in similar programs with other providers. Failure to send lab values and performance (CPT-II) codes to Imperial may result in otherwise compliant members being included in the program.



# Active Initiatives to Address Persistent Care Gaps

(Continued)

Depending on eligibility, a member may receive one or more collection kits:

- **Stool:** A stool sample kit for a Fecal Immunochemical Test (FIT) to check for hidden blood.
- **Blood:** To either measure HbA1c levels for diabetes, or for kidney health, serum creatinine for an estimated glomerular filtration rate (eGFR).
- **Urine:** Measures the Urine Albumin-to-Creatinine Ratio (uACR) to assess kidney function.

*A member with diabetes may receive a blood kit, a urine kit, or a combined kit containing both, depending on their kidney screening history in the current year.*

## Vynca Care ([vyncacare.com](http://vyncacare.com))

Imperial Health has contracted with Vynca to offer eligible members optional, supplementary services, such as advance care planning, care coordination, and palliative care. A member's eligibility is determined by an assessment of their medical data and, when possible, a direct conversation. The goal is to improve the patient's quality of life through better symptom management, advance care planning, and reduced hospitalizations.

Vynca's care teams are available 24/7 by phone, video, or in person to ensure coordinated care with the member's Primary Care Physician (PCP) and specialists. Vynca's support is supplemental and does not replace regular visits with a PCP.

## Results and follow-up

- Samples are returned to SHK's laboratories using the included prepaid USPS label.
- Results are available to members via SHK's HIPAA-compliant portal within 24-48 hours of the lab receiving the sample.
- For positive results or results outside the healthy range for this population, SHK also sends the findings to the member's Primary Care Provider (PCP) by mail.
- Imperial's Case Managers also follow up with members to ensure they receive appropriate follow-up care, including with their PCP.
- Results from all completed tests are available to providers via Cozeva within two weeks of publication

## My Diabetes Tutor ([mydiabetestutor.com](http://mydiabetestutor.com))

In partnership with Imperial Health, My Diabetes Tutor (MDT) offers personalized, one-on-one education and support for eligible members with diabetes. Each patient is matched with a qualified diabetes education professional to help them navigate their condition and improve overall health. This comprehensive program offers virtual education, nutritional counseling, remote device support, and remote patient monitoring.



# Introducing Our Automated Member Eligibility System

Imperial has an automated eligibility and benefits line available to all providers.

Providers may verify eligibility by calling our dedicated line:

Eligibility Line: (800) 708-7903

When the automated system asks, “How can I help you?”, simply say “Member eligibility.” You’ll then be prompted to enter your NPI and provide the member’s information verbally. The process is quick and easy.



## Two Easy Ways to Verify Eligibility

### 1. Automated Member Eligibility System

- No hold times
- Voiceactivated
- Fast and userfriendly
- Call: (800) 708-7903

### 2. EZ Net Provider Portal

You may also continue to verify eligibility through the EZ Net Provider Portal :

<https://portal.imperialhealthholdings.com/EZ-NET60/Login.aspx>

- If you do not yet have access, please sign up using the link below:

Provider Portal Access Request Form:

Navigate to [www.imperialhealthplan.com](http://www.imperialhealthplan.com), Providers, Provider Portal Web Application

[https://forms.office.com/pages/responsepage.aspx?](https://forms.office.com/pages/responsepage.aspx?id=5DmEMBsKOESYLX4BxkC_Z8R0IUAAoydBtDaWxFWfGoxUNThYR1pQNzNVNzMwMEYORDNYRIJVNjZSQS4u)

[id=5DmEMBsKOESYLX4BxkC\\_Z8R0IUAAoydBt](https://forms.office.com/pages/responsepage.aspx?id=5DmEMBsKOESYLX4BxkC_Z8R0IUAAoydBtDaWxFWfGoxUNThYR1pQNzNVNzMwMEYORDNYRIJVNjZSQS4u)

[DaWxFWfGoxUNThYR1pQNzNVNzMwMEYORDNYRIJVNjZSQS4u](https://forms.office.com/pages/responsepage.aspx?id=5DmEMBsKOESYLX4BxkC_Z8R0IUAAoydBtDaWxFWfGoxUNThYR1pQNzNVNzMwMEYORDNYRIJVNjZSQS4u)

We appreciate your partnership and hope these enhancements make your workflow even more efficient.



# Imperial Health Plan of California's Compliance Program

Imperial's Compliance Training/Program/Code of Conduct are located on our plan's website under the provider page at [www.imperialhealthplan.com](http://www.imperialhealthplan.com). Annually Imperial Compliance will audit these elements.

**Compliance Training, Compliance Program, Code of Conduct**



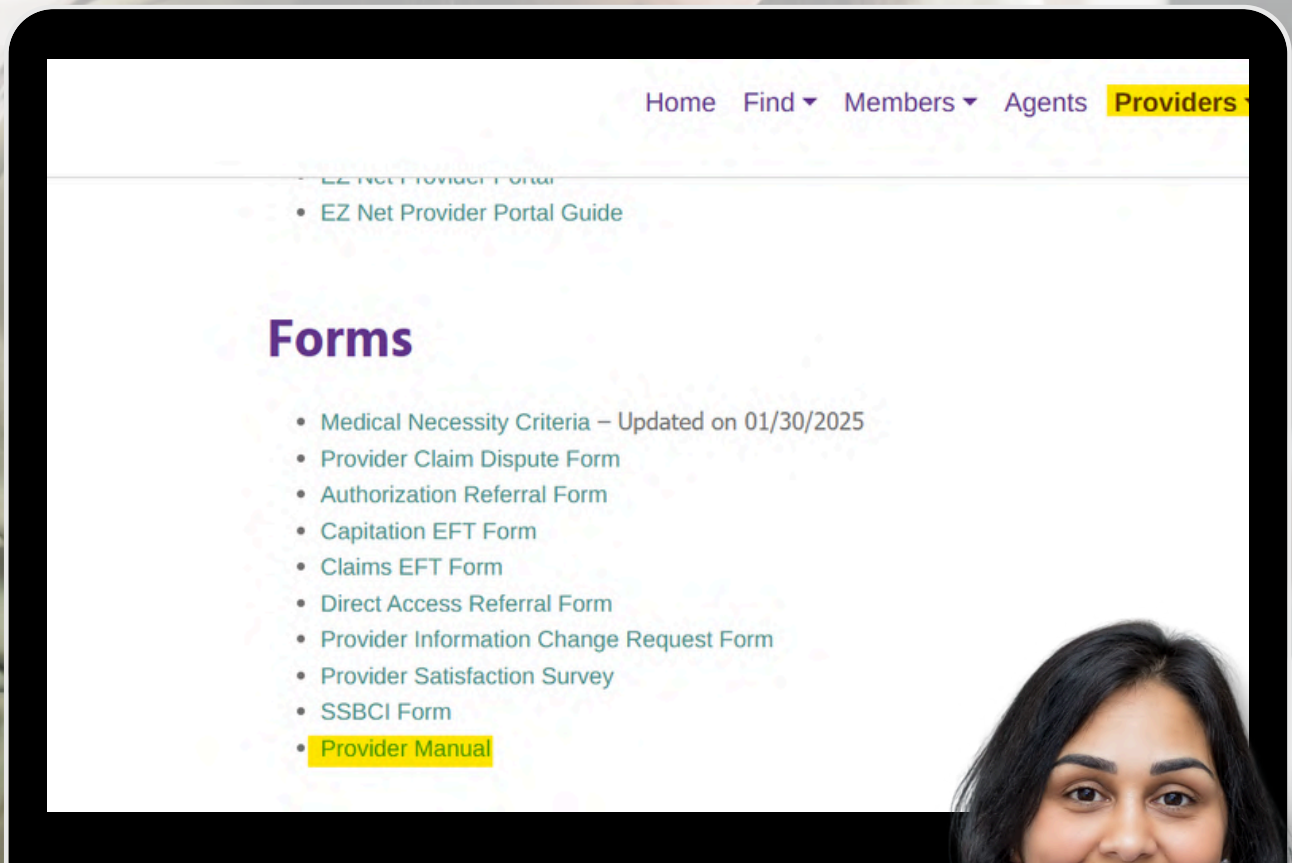
[www.imperialhealthplan.com](http://www.imperialhealthplan.com)

## Training

- 2026 Compliance and Education
- 2026 Compliance Training Attestation
- 2026 Compliance Training Quiz
- Code of Conduct
- Compliance Program Description

# 2026 Imperial Provider Manual

You may find our Provider Manual located on our plan website under “Providers”, “Forms”



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

Choose a State and County then Go to "Providers"  
and then select under "Forms"



# Welcome to &more! We're so happy you're here.

As part of Imperial Health Plan of California, Inc. (HMO) (HMO SNP), you have access to helpful benefits. This includes over-the-counter (OTC) items that support your everyday health.

Use the chart below to determine the amount of your OTC benefits allowance per quarter. Note that this catalog focuses only on how you can use your OTC benefit. For a list of complete benefits please refer to your Evidence of Coverage (EOC) on Imperial's website at [www.imperialhealthplan.com](http://www.imperialhealthplan.com). If you would like to speak to an Imperial Member Service Representative for a list of all your benefits please call 1-800-838-8271.

Plan Name	PBP	OTC Benefits (No Rollover)
Imperial Senior Value (HMO C-SNP) 005	H5496-005	\$130 per quarter
Imperial Dynamic Plan (HMO) 012	H5496-012	\$140 per quarter
Imperial Courage Plan (HMO) 016	H5496-016	\$75 per quarter

Use your card where you love to shop:



Shop at more stores like Walmart, CVS\*, Cardenas Markets, Costco and more.

For a list of retailers, go to [andmorehealth.com](http://andmorehealth.com) or call 1-855-AND-MORE (1-855-263-6673; TTY 711); Monday-Friday, 8am-8pm, local time, excluding holidays.

\*not including CVS in Target

## DENTAL

- Offered on all Imperial Plans
- Member Portal with a dashboard, dentist finder, cost estimator offered by a new dental vendor, Delta Dental for 2026.  
<https://www.deltadentalins.com>
- Mobile Application available hosted by Delta Dental.



## vision care


### VISION - VSP

- Access to strong provider network.
- Freedom to choose your doctor and eyewear.

## IN-HOME SUPPORT

### BENEFIT ALLOWANCE

- Imperial Senior Value (HMO C-SNP) 005 - 48 hours per year.
- Imperial Traditional (HMO) 007 - 48 hours per year.
- Imperial Dual Plan (HMO D-SNP) 011 - 60 hours per year.
- Imperial Dynamic Plan (HMO) 012 - 48 hours per year.
- Imperial Strong (HMO) 014 - 48 hours per year.



Is a network of friendly helpers who are available both in-person or virtually through a phone call. Offered by Papa Pals.

These friendly helpers provide company and help with everyday tasks such as rides, help with errands, grocery shopping, meal prep, and board game/walking partner.

# TRANSPORTATION

## Health Plan Approved Locations

- Primary and Specialist office
- Lab
- Pharmacy
- Dentist
- Vision Provider
- Hearing Care Spervices

Note: Curb-to-curb routine non-emergency transportation services to plan approved locations within a 30-mile radius of your primary care provider's office.

- 100 One-Way Trips
- \$0 Copayment to access the benefit
- Health plan approved locations ONLY.
- Contact our Member Services line at least (1) day prior to arrange the ride.
- Member needs assistance setting up Doctor's appointment and transportation? Call (800)-838-8271

Transportation Vendor: Care Car  
Visit: [www.carecar.co/schedule](http://www.carecar.co/schedule) to schedule or call: (844)-743-4344

## SILVER & FIT



Please remind your patients that Imperial offers a free gym membership!



Members will receive membership to SilverMembers will receive membership to Silver and Fit fitness program upon enrollment. and Fit fitness program upon enrollment.



Simply visit website for locations in your city and state.  
[www.silverandfit.com](http://www.silverandfit.com)



## IMPERIAL HEALTH PROVIDER DIRECTORY UPDATE – ACTION REQUIRED

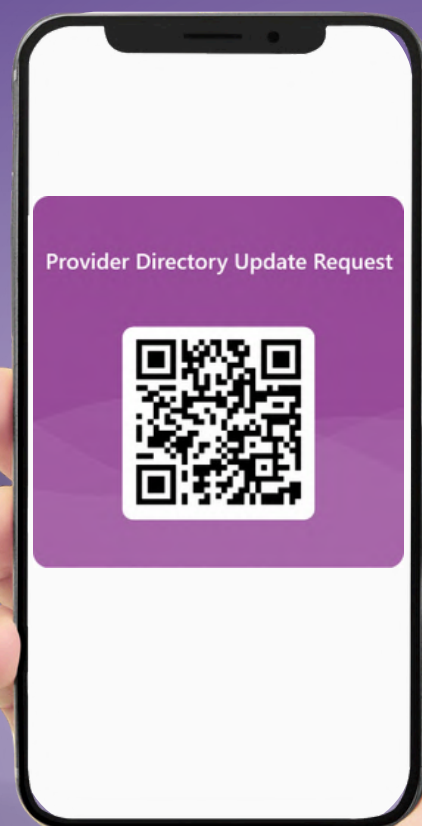
Imperial Health Plan is updating our Provider Directory to ensure members have accurate information when choosing their providers.

We are requesting that you verify your information and submit any updates by completing our **Provider Directory Update Request Form** online. You may update or confirm:

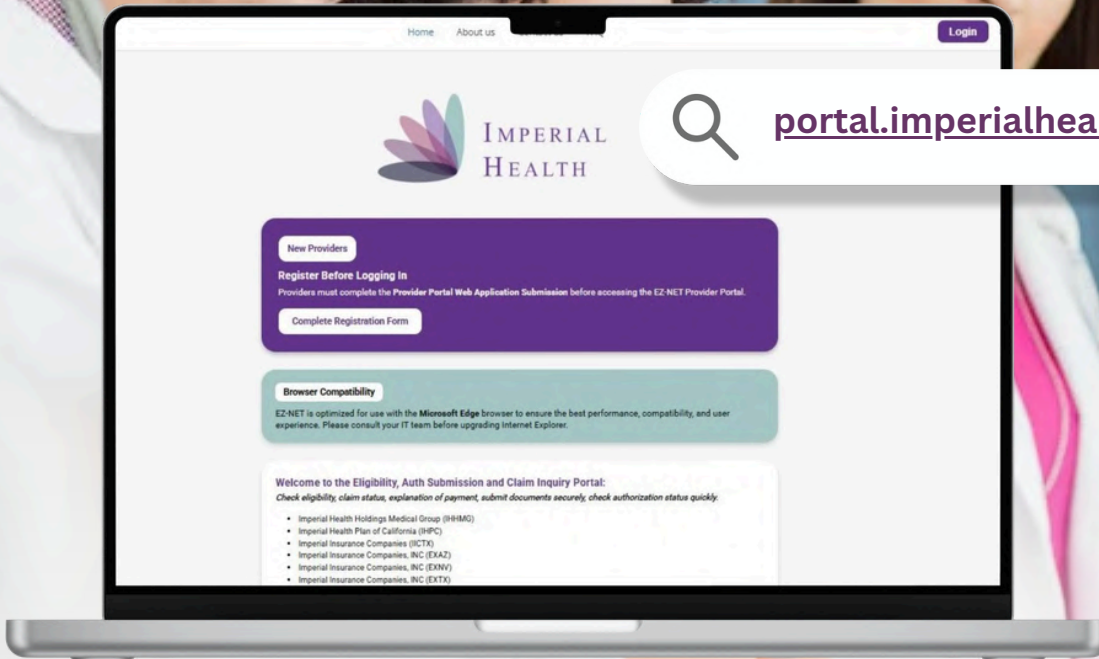
- \* Provider name
- \* Practice location(s)
- \* Phone, fax, or email address
- \* Specialty, designation, languages spoken, hospital affiliation
- \* New patient acceptance & appointment availability
- \* Provider status (active, retired, deceased)

To remain current in our Provider Directory, please submit updates using the form here: <https://forms.office.com/r/nW7wKUUEWC>  
(You may also scan the QR code below to access the form directly.)

Thank you for helping us maintain accurate and reliable records.



# EZ NET PROVIDER PORTAL



**IMPERIAL** is committed to enhancing our provider's experience with the best service possible to support their practice and its daily administrative needs. Imperial is pleased to formally announce the re launch of the IMPERIAL EZ NET PROVIDER PORTAL to all participating network providers.

Urgent authorization requests should be submitted through the Imperial Provider Portal for expedited processing. An expedited/urgent request for a determination is a request in which waiting for a decision under the standard time frame could place the member's life, health, or ability to regain maximum function in serious jeopardy.

For example:

- A serious threat to life, limb, or eyesight.
- Worsening impairment of a bodily function that threatens the body's ability to regain maximum function.
- Worsening dysfunction or damage of any bodily organ or part that threatens the body's ability to recover from the dysfunction or damage; or
- Severe pain that cannot be managed without prompt medical care.

**Urgent requests need determination within 72 hours.**

**PORTAL REGISTRATION IS SIMPLE! PLEASE UTILIZE THE URL BELOW!**

**Provider Portal Web Application Submission (office.com) Portal Training Request/Questions: [pnm@imperialhealthholdings.com](mailto:pnm@imperialhealthholdings.com) Please allow 3-5 business days for inquiry response**

Listening to the needs and requests of providers that utilize our original portal, IMPERIAL has responded with a Secure, User-Friendly Web Platform to allow users effortless, navigation!

- Member Verification of Eligibility
- Member Lists
- HEDIS Gaps
- Claims Status (detail information)
- EOP access
- Authorization Submission, Confirmation and Status
- Provider Search
- Training Modules
- Secure Submission Documents such as W9's, Annual Training Attestation



## MEMBERS RIGHTS & RESPONSIBILITIES


Our organization annually distributes the Member's Rights and Responsibilities Statement to Providers in the newsletter. Additionally, Providers and Practitioners can find it in the Provider Manual you received upon the orientation process.

### OUR PLAN MUST HONOR YOUR RIGHTS AS A MEMBER OF THE PLAN

Our plan has staff and free interpreter services available to answer questions from disabled and non-English speaking members. We can also give you information in braille, in large print, or other alternate formats at no cost if you need it. We are required to give you information about the plan's benefits in a format that is accessible and appropriate for you. To get information from us in a way that works for you, please call Member Services at 1-800-838-8271 October 1 – March 31: Monday – Sunday, from 8:00 a.m. – 8:00 p.m. PST April 1 – September 30: Monday – Friday, from 8:00 a.m. – 8:00 p.m. PST.

These rights and responsibilities are for all members, regardless of race, sex, culture, economic, educational or religious background. Refer to Chapter 8: Rights and Responsibilities in your Evidence of Coverage.

If you have any trouble getting information from our plan in a format that is accessible and appropriate for you, please call to file a grievance with Member Services at 1-800-838-8271. You may also file a complaint with Medicare by calling 1-800-MEDICARE (1-800-633-4227) or directly with the Office for Civil Rights. Contact information is included in this Evidence of Coverage or with this mailing, or you may contact Member Services for additional information at the number listed above.



You can locate our Members Rights and Responsibilities on our plan website: [www.imperialhealthplan.com](http://www.imperialhealthplan.com) under “Members”, “Member Rights and Responsibilities”

## 2026 SNP MOC TRAINING & ATTESTATION

Please access and review Annual Model of Care Training (SNP-MOC) located at <https://www.imperialhealthplan.com> under the Provider section, "Training".

Please note the completion of the attestation is time sensitive with CMS. Once the referenced materials have been reviewed, please complete the training attestation form, and return it by fax to Provider Network Management at (626) 689-4230 or by email to [pnm@imperialhealthholdings.com](mailto:pnm@imperialhealthholdings.com).



# 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 Health Plan of California, Inc. (HMO) (HMO SNP) 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 – 8:00 pm, except holidays, and April 1 – September 30: Monday – Friday, from 8:00 am – 8:00 pm, except holidays.

Imperial Health Plan of California is an (HMO) (HMO SNP) with a Medicare Contract. Enrollment in Imperial Health Plan depends on contract renewal. 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.

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**IMPERIAL  
HEALTH PLAN**  
OF CALIFORNIA

# Programa de recompensas de calidad para miembros 2026



## ¡Recompénsese a sí mismo(a) cuidando de su salud!

¡Complete los exámenes de detección y pruebas médicas antes del 30 de noviembre de 2026 y obtenga **\$150 en recompensas para el 2026!!**

**\$30** **Examen anual de bienestar**  
Complete un examen anual de bienestar con su médico.

**\$10** **Evaluación de salud renal**  
Para miembros entre 18 y 85 años de edad que completen tanto un examen de sangre para obtener la tasa de filtración glomerular estimada (estimated glomerular filtration rate, eGFR) como un examen de orina para chequear los niveles de albúmina y creatinina.

**HASTA \$20** **Equilibrio y control de la vejiga**  
Para miembros que se inscriban en Nymb1 y completen 5 entrenamientos por trimestre utilizando la aplicación. Gane \$5 por trimestre (según lo informe Nymb1 para calificar).

**\$10** **Examen de detección de cáncer colorrectal**  
Para miembros entre 45 y 75 años de edad que completen un examen de detección de cáncer colorrectal recomendado tal como una colonoscopia, sigmoidoscopia flexible, colonografía por tomografía computarizada (computed tomography, CT), prueba Cologuard o una prueba inmunoquímica fecal (fecal immunochemical test, FIT)/prueba de sangre oculta en heces (fecal occult blood test, FOBT).

**\$25** **Evaluación de riesgos de salud (Health Risk Assessment, HRA)**  
Una HRA puede completarse con su médico o con un miembro del personal de Imperial.

**\$10** **Examen de retina**  
Para miembros entre 18 y 75 años de edad que completen un examen de retina recomendado.

**\$25** **Examen de detección de cáncer de mama**  
Para miembros entre 50 y 74 años de edad que se realicen una mamografía.

**HASTA \$20** **Presión sanguínea**  
Ingrese su lectura de presión arterial en el Portal para miembros una vez cada trimestre y gane \$5 por cada lectura ingresada.

Los fondos de las recompensas se añaden a su tarjeta de &more luego de que Imperial Health Plan of California, Inc. (HMO) (HMO SNP) recibe y procesa la documentación de prueba del servicio que se completó o de los reclamos correctos que su proveedor envía. Por favor, proporciónenos hasta 30 días para procesar la información.

Las actividades deben completarse antes del 30 de noviembre de 2026 para ser elegibles para una recompensa.



Si tiene alguna pregunta, llame al  
Departamento de Membresía de Imperial al:  
**1-800-838-8271, TTY 711**



Nuestro horario de atención es de lunes a domingo de 8:00 a.m. a 8:00 p.m. desde el 1° de octubre hasta el 31 de marzo, excepto días festivos; y de lunes a viernes de 8:00 a.m. a 8:00 p.m., desde el 1° de abril hasta el 30 de septiembre, excepto días festivos.

Imperial Health Plan of California es una (HMO) (HMO SNP) con un contrato de Medicare. La inscripción en Imperial Health Plan depende de la renovación del contrato. 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 ninguna persona ni la trata injustamente por motivos de raza, color, origen nacional, edad, discapacidad o género. 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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## Practitioner Credentialing & Rights

**Practitioners are notified of their right to review and correct erroneous information obtained in the credentialing or re-credentialing process. This includes information from any outside primary source (state licensing boards, malpractice insurance carriers).**

The right to review does not extend to references or recommendations or other information is peer review protected or if disclosure is prohibited by law. Before a decision is made, they may also ascertain the status of their application or reapplication at any time by contacting the Credentials Department at:

Email:  
[credentialingadmin@imperialhealthholdings.com](mailto:credentialingadmin@imperialhealthholdings.com)



Practitioners receive notification of their rights by IMAS during the verification process or the appeal process if they do not meet their criteria after receiving a denial or termination of the network during the credentialing/recredentialing process.

If credentialing information obtained from other sources varies from that provided by the practitioner, the credential coordinator will notify the practitioner in writing for their response within ten working days.

The Credentialing Coordinator will make three attempts to collect the corrected information from the practitioner. Telephone, fax, email or letter are all acceptable forms of communication. The credentialing coordinator will advise the practitioner of acceptable formats when submitting corrected information.

Corrected information is accepted by the Credentialing Coordinator and documented in the credentialing system. The practitioner's application is pended until a decision is made by the Credentialing Committee.

The Credentialing Coordinator will date stamp receipt of corrected information and this information is kept in the practitioner's credential file maintained within the department. If the Credentialing Coordinator is unable to obtain the requested information, terminated practitioners can correct discrepant information under the IMAS appeal policy. Practitioners are notified that appeals must be submitted within (30) days.

Practitioners are notified of these rights in the Provider Manual and company website.

## IMPERIAL HEALTH PROVIDER EXPERIENCE & SATISFACTION SURVEY

Imperial Health is conducting our Provider Experience & Satisfaction Survey to better understand your experience working with our teams, processes, and services. Your feedback is essential in helping us improve provider support and continue delivering high-quality care to our members.

We kindly request that you complete our Provider Experience & Satisfaction Survey online. The Survey includes questions related to:

- Provider Relations responsiveness & professionalism
- Claims processing timeliness and accuracy
- UM customer services & authorization processes
- Referral process
- Credentialing efficiency and communication
- Provider resources, tools, and onboarding experience
- Overall satisfaction with Imperial Health

To participate, please complete the survey using the link below or by scanning the QR code:



<https://forms.office.com/r/qU27v24DXQ>

Provider Experience & Satisfaction  
Survey

