

SPRING

2026

# MEMBER NEWSLETTER

**MAY IS MENTAL  
HEALTH  
AWARENESS  
MONTH**

**SEASONAL HEALTH**

**SMART SUPPORT WITH  
VOXY AI (SARAH)**

+ MUCH  
**MORE**



IMPERIAL  
INSURANCE  
COMPANIES



IMPERIAL  
HEALTH PLAN  
OF THE SOUTHWEST

# A MESSAGE FROM OUR CHIEF MEDICAL OFFICER

## DEAR VALUED MEMBER,

Happy Spring! Taking care of your health and your family's health is easier when you use preventive care and the support we offer. At Imperial Insurance Companies and Imperial Health Plan of the Southwest, we are committed to high-quality, friendly care for members in Texas, Arizona, Nevada, and Utah.

This spring newsletter helps you and your family enjoy the warmer months and stay healthy all summer.

## PREVENTIVE CARE IS POWERFUL AND SCREENINGS

Many important preventive services are covered at no extra cost when you use in-network providers. Regular check-ups help catch problems early. A great way to stay on top of these is to schedule your Annual Wellness Visit (AWV). During this free visit, your doctor can review which screenings and vaccines you need.

Important recommended screenings and services include:

- ✓ Annual wellness or preventive check-ups
- ✓ Blood pressure, cholesterol, and diabetes testing (especially if overweight)
- ✓ Cancer screenings (cervical for women, breast for women 40-74, colorectal starting at age 45)
- ✓ Lung cancer screening if you have a significant smoking history
- ✓ Depression and mental health screening
- ✓ Tobacco use screening and help to quit
- ✓ Vaccines including flu, HPV (if under age 26), and others your doctor recommends.



## SEASONAL HEALTH

As the weather warms up, stay hydrated, manage seasonal allergies and asthma (stay indoors on high-pollen days, carry your rescue inhaler, and watch for breathing triggers), and keep moving with family walks or outdoor time.

If you or a family member has diabetes, check blood sugar more often in the heat and store medications away from direct sunlight or hot cars.

If you or a family member has heart disease, high blood pressure, or is at risk for stroke, avoid heavy activity during the hottest part of the day, stay cool, control your blood pressure, take medications as prescribed, eat heart-healthy foods, and know the warning signs of stroke (FAST: Face drooping, Arm weakness, Speech difficulty, Time to call 911 right away).

To prevent heat stroke, drink plenty of water, stay in air-conditioned or cool areas, avoid being outside during the hottest hours, wear light loose clothing, and seek immediate help if you feel dizzy, confused, nauseous, or have a very hot dry body.

## CARE FOR THE WHOLE FAMILY

We support every stage of life — children’s check-ups and vaccines, adult wellness visits, and help for ongoing health conditions.

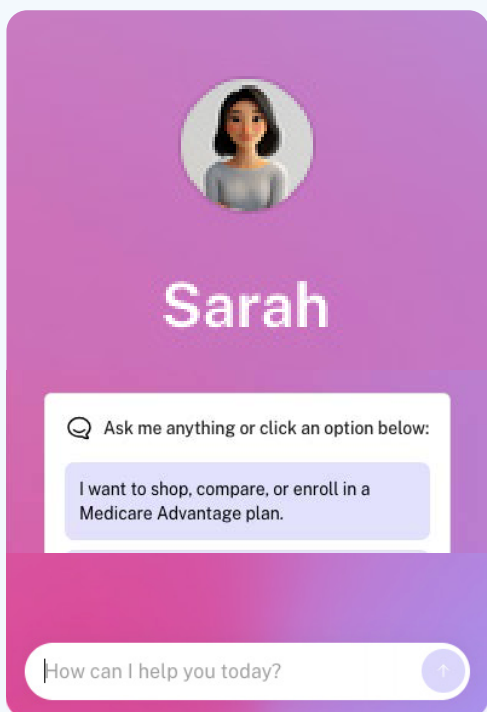
For proactive heart health, weight management, and feeling your best, I recommend simple daily habits: walk 30 minutes or more every day to strengthen your heart, muscles, and mood — no gym needed. Follow the “Rule of 5s” when reading labels — avoid foods where any of the first five ingredients are sugars, syrups, white flour, or unhealthy fats.

Choose fresh fruits and vegetables, lean proteins like chicken or salmon, and whole grains. A great breakfast is steel-cut oatmeal with walnuts, raisins, and flaxseed oil. Do small seated and standing movements daily to improve balance and prevent falls.

**These consistent, small changes add up to better health and energy.**

## BEHAVIORAL HEALTH AND EMOTIONAL WELL-BEING

May is Mental Health Awareness Month. Mental health matters. If you or a family member feels stressed, anxious, or low, help is available 24/7 through our partner Lucet. Call 833-838-8200 for support, referrals, and resources.



## SMART SUPPORT WITH VOXY AI (SARAH)

To help you stay on track, we use a friendly virtual assistant named Sarah, powered by Voxy AI (Artificial Intelligence).

You may get a call, text, or secure link from Sarah about:

- Scheduling your Annual Wellness Visit or virtual care
- Prescription refills
- Needed screenings or follow-up care
- Seasonal health tips

Official Imperial messages will clearly say they are from us and will never ask for your Social Security number, bank details, or passwords. If you’re not sure about a message, don’t respond — just call Member Services\* using the number on your ID card.



## ACCESS TO CARE AND SUPPORT SERVICES

Get care the way that works for you – virtual visits, medicine delivery through Birdi, and case management programs for diabetes, asthma, high blood pressure, and smoking cessation.



## TAKE ACTION NOW!

- ✓ Schedule preventive visits for you and your family
- ✓ Complete recommended screenings
- ✓ Review your medications with your doctor or pharmacist
- ✓ Call Member Services for any questions or help accessing care.

We are proud to serve you and your family and are committed to helping you stay healthy and happy.

Sincerely,

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

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**"We are committed to helping you stay healthy and happy."**

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# MAY IS MENTAL HEALTH AWARENESS MONTH



We'd like to remind you that Lucet, your behavioral health partner, provides specialized resources to support your well-being.

1 in 5 American adults have a mental health condition, and half of children with parents who have a severe condition will also develop a mental illness in their lifetime. Mental illness touches individuals and the people around them like an ecosystem, impacting others and passing through family units. Let's improve the way we understand and talk about mental health – to our elders, our kids, at work and beyond.

Lucet's [Mental Health Awareness Toolkit](#), their largest collection of resources that includes articles, tip sheets and an infographic/

poster to help educate about mental health, dispel misconceptions and teach personal advocacy for wellness.

To locate Behavioral Health resources in Spanish, navigate to the Resource Library at [resources.lucet.health](https://resources.lucet.health) then filter for Español on the left side.

This year, Lucet is launching a new series of Lucet-hosted info sessions. These half-hour sessions will be hosted on Microsoft Teams to engage members with their behavioral health care benefits and will be led by the Lucet clinical team.

Here are the details for our first info session in May:

## Navigating Mental Health Benefits: Your Guide to Wellness

Wednesday, May 20th from 1-1:30 ET

Hosted by Lucet's **Keri Coy, LCSW** (Senior Director, Care Management) and **April Craft, LMHC** (Clinical Director, EAP)

Visit <https://marketing.lucet.health/youre-invited-mental-health-benefits-info-session> for more information!

## STAY HEALTHY WITH DR. OZ

Did you know your calf muscles act as a second pump for your heart, boosting circulation and even helping lower blood sugar? Watch this [video](#) to learn how to do calf raises, a simple exercise you can do anywhere, to strengthen your calves and improve your overall health.



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 1-800-595-0619 \* (TTY: 711). You can also find more information on our website, [www.imperialhealthplan.com](https://www.imperialhealthplan.com).



# 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!

## 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<sup>±</sup> 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.



## 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

## 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!



# 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



ASTHMA MANAGEMENT PROGRAM



CASE MANAGEMENT PROGRAM



REVIEW YOUR MEDICATION LIST WITH OUR PHARMACY TEAM

For more information about our programs, please call: \*1-800-595-0619, (TTY: 711), October 1–March 31: Monday–Sunday, from 6:00 am PST–4:00 pm PST and April 1–September 30: Monday–Friday, from 6:00 am PST–4:00 pm PST.

## COMPLETE YOUR HEALTH RISK ASSESSMENT

Visit our website at [www.imperialhealthplan.com](http://www.imperialhealthplan.com) and click on the Health Management Program page for practical health tips, preventative care services, health risk assessment and Self-Management 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 your health plan by mail—the mailing address is available on our website—or call the Member Services\* number for assistance.



• REMINDER

# ADDITIONAL REMINDERS



## SPECIAL ENROLLMENT PERIOD – GET COVERED NOW!

If you've recently experienced a qualifying life event—such as losing health coverage, moving, getting married, or having a baby—you may be eligible to enroll in or change your health plan outside of the annual Open Enrollment Period.

Who qualifies? Those with major life changes like:

- Loss of job-based health insurance
- Moving to a new area
- Marriage, divorce, or new dependents
- Other qualifying events
- We're here to help!

**Contact us\*** today to review your options and find the best plan for you.

## MEMBER PAYMENT PORTAL

1. Navigate to our website: [www.imperialhealthplan.com](http://www.imperialhealthplan.com). Select your state and county from drop down under “Marketplace”.
2. Scroll down on the state page until you see “Pay Online”.
3. You will be redirected to our secure payment portal. Click “Go to URL”.
4. Locate your account by entering your Social Security Number.
5. Your current amount due will appear on the screen. Click on the plan you wish to make a payment on. Select “Make a Payment”. Can also sign up for auto pay.
6. Select “Payment Amount.” You may select the “Current Amount” due or enter a “Custom Amount”.
7. Add payment method and enter Credit, Debit, or Checking details.
8. Review your payment and select “Submit” to submit your payment.
9. Once you submit your payment, you will receive a confirmation on the next page.



# ADDITIONAL REMINDERS



## JUNE IS PTSD AWARENESS MONTH

June is Post-traumatic Stress Disorder (PTSD) Awareness Month, and we'd like to remind you that Lucet provides specialized resources.

We're sharing with you our updated **Trauma Awareness Toolkit** ([lucethealth.com/healtrauma](https://lucethealth.com/healtrauma)), which includes articles, tip sheets and an infographic/poster about the effects of trauma on mental health.

Twenty-five percent of Americans will experience at least one traumatic event by age 16. These experiences stay with us and can have lifelong consequences on our mental health.

To locate resources in Spanish, navigate to the Resource Library ([resources.lucet.health](https://resources.lucet.health)) then filter for Español on the left side.



## IF YOU HAVE QUESTIONS CALL IMPERIAL MEMBER SERVICES AT \*1-800-595-0619 (TTY: 711)

October 1–March 31: Monday–Sunday, from 6:00 am–4:00 pm PST and April 1–September 30: Monday–Friday, from 6:00 am–4:00 pm PST.



Enrollment in Imperial Insurance Companies and Imperial Health Plan of the Southwest 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 1-800-595-0619 (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 Insurance Companies and Imperial Health Plan of the Southwest (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 1-800-595-0619 (TTY: 711). ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-595-0619 (TTY: 711).