

SPRING
2026

MEMBER NEWSLETTER

**MAY IS MENTAL
HEALTH
AWARENESS
MONTH**

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

+ MUCH
MORE



IMPERIAL
HEALTH PLAN
OF CALIFORNIA

A MESSAGE FROM OUR CHIEF MEDICAL OFFICER

DEAR VALUED MEMBER,

Happy Spring! This is a wonderful time to focus on your health with simple steps that can make a big difference in how you feel. At Imperial Health Plan of California (HMO) (HMO SNP), we are here to help you stay healthy, active, and independent.

Our Winter 2026 newsletter talked about vaccines, staying safe in cold weather, taking medicines correctly, and using your many benefits. Now we want to help you enjoy warmer days and get ready for summer.

PREVENTIVE CARE IS POWERFUL AND SCREENINGS

Many important preventive services are covered at no extra cost when you use in-network providers. 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.

Key recommended services for most Medicare members include:

- ✓ Annual Wellness Visit and Health Risk Assessment
- ✓ Blood pressure, cholesterol, and diabetes checks
- ✓ Cancer screenings (colorectal, breast for women up to age 74, prostate – talk with your doctor)
- ✓ Osteoporosis screening for women 65 and older
- ✓ Lung cancer screening if you have a history of heavy smoking
- ✓ Fall risk and balance assessment
- ✓ Depression screening
- ✓ Vaccines: flu (high-dose preferred), pneumonia, Shingrix (shingles), and RSV for those 75+

Members who finish eligible activities by November 30, 2026 can earn up to \$150 in rewards on their &more card.



SEASONAL HEALTH

As the weather gets warmer, stay hydrated, use sunscreen, manage seasonal allergies and asthma (stay indoors on high-pollen days, carry your rescue inhaler, and follow your asthma action plan), and check with your doctor about any medicines that may increase heat or sun sensitivity.

If you have diabetes, monitor your blood sugar more often because heat can affect levels, and keep your medications out of extreme heat.

If you have heart disease, high blood pressure, or are 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.

MANAGING CHRONIC CONDITIONS

If you have diabetes, high blood pressure, heart disease, or other ongoing issues, regular check-ins and medicine reviews really help. Our care management team is ready to coordinate your care and support you every step of the way.

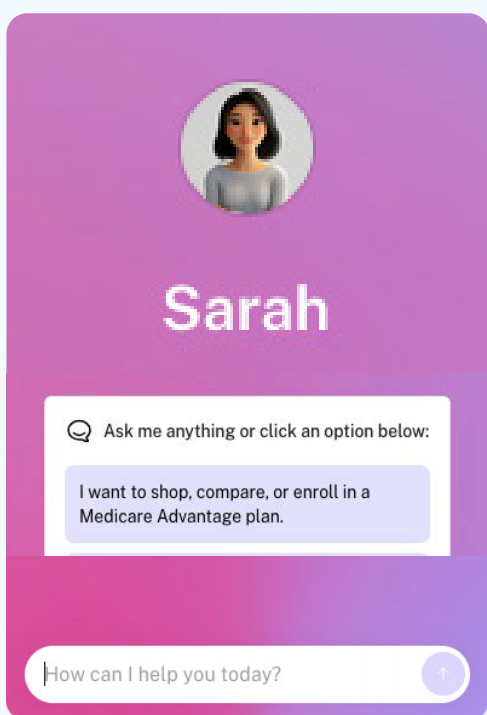
For proactive heart health, weight management, and feeling your best, I recommend simple daily habits: walk 30 minutes or more every day to strengthen your heart, muscles, and mood – no gym needed. Follow the “Rule of 5s” when reading labels – avoid foods where any of the first five ingredients are **sugars,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



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.

TAKE ACTION NOW!

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

We are proud to be your partner in health and are committed to giving you high-quality care and support.

Sincerely,

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



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**"We are proud to be
your partner in health."**

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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 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

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!

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[±], 8:30 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, 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!



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.

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 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.



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.



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.



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.



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.



"Anyone who keeps the ability to see beauty never grows old"

Franz Kafka



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.

ACCESSING THE MEMBER PORTAL

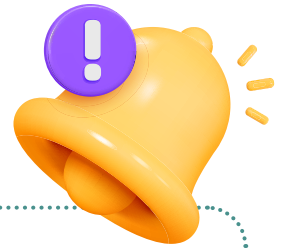
1. Log onto the <https://members.imperialhealthplan.com/member/signup>
2. Register or enter your username and password.

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

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, 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:

- 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/ 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/



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), 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) then filter for Español on the left side.



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–8:00 pm PST
and April 1–September 30: Monday–
Friday, from 8:00 am–8:00 pm PST.



Imperial Health Plan of California, Inc. is an (HMO) (HMO SNP) with a Medicare Contract. En-rollment 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 de-scription of benefits. Call 1-800-838-8271 (TTY: 711) for more information. Limitations, copay-ments, 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 gé-nero. 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 dis-posición servicios gratuitos de asistencia lingüística. Llame al 1-800-838-8271 (TTY: 711).

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