



## Imperial COVID-19 FAQs for Members & Provider

### Member

1. Is Imperial open?
  - Yes, all services will continue
  - Members Services is open from 8:00 am to 8:00 pm Monday through Sunday October 1 through March 31 and 8:00 am to 8:00 pm Monday through Friday April 1 through September 30
2. Can I keep my appointments I have scheduled?
  - Yes, you can keep your appointments as scheduled if they are essential to your health
3. I am sick. Should I see my doctor?
  - You are encouraged to call your doctor first. Your doctor can possibly provide telehealth services, direct you to an urgent care facility or emergency care
4. I don't want to go into the doctor's office. Is there another way I can get services?
  - Yes, you can receive telehealth services at participating provider offices
  - A list of telehealth services are on our website at [www.imperialhealthplan.com](http://www.imperialhealthplan.com)
5. What is telehealth?
  - Telehealth communications are used to communicate with your provider via technology that has audio and video capabilities that are used for two-way, real-time interactive communication
6. My doctor doesn't offer telehealth services what do I do?
  - Contact Member Services at 1-800-838-8271 to locate a telehealth provider for you
7. What if my doctor's office is closed?
  - Call your doctor's office. There should be a recording providing an alternate number where you reach your doctor
8. How do we get tested for COVID-19 and where can I go?
  - Visit <https://covid19.ca.gov/> for up to date information
9. Are there any medications I can take to prevent COVID-19?
  - No medications to treat, or vaccines to prevent COVID-19 have been identified, but Imperial can waive the authorization requirement when a medication or vaccine have been identified



10. I have a prescription mail-order scheduled, will it be delivered?
  - Yes
11. Can I pick up my medication at the pharmacy?
  - Yes
12. I need a new medication, but my doctor's office is closed. How can I get my medication?
  - You can go to urgent care to get a prescription
13. I need more medication, but my refill is still good until the end of the month. Can I get more medication now?
  - Yes, refill-too soon rules are relaxed
14. I am unable to find a network pharmacy. If I get my medication filled at an out-of-network pharmacy, will Imperial reimburse me?
  - Yes
15. I ordered Over the Counter (OTC) drugs. Will I still receive them in the mail?
  - Yes
16. Does Imperial still offer transportation?
  - Yes
17. I don't want to use transportation offered by Imperial. What are my other options?
  - Unfortunately, Imperial does not have an alternate option
18. Can I still file an appeal?
  - Yes
19. Can I still file a grievance?
  - Yes

## Provider

1. Are telehealth services covered?
  - All telehealth reasonable and necessary telehealth services are covered. See a list of covered telehealth services on our website at <https://www.imperialhealthplan.com/california/providers/>
2. How do I provide telehealth services?
  - Any technology that has audio and video capabilities that are used for two-way, real-time interactive communication
3. Are claims processed as usual
  - Yes



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