

FALL
2026

MEMBER NEWSLETTER

**SEPTEMBER
IS SUICIDE
AWARENESS
MONTH**

**STAY SAFE THIS FALL
MENTAL HEALTH IS
PART OF YOUR HEALTH**

**+ MUCH
MORE**



**IMPERIAL
HEALTH PLAN**
OF CALIFORNIA

A MESSAGE FROM OUR CHIEF MEDICAL OFFICER

DEAR VALUED MEMBER,

Fall is a good time to take care of your health. Simple steps now can help you stay well through winter. At Imperial Health Plan of California (HMO) (HMO SNP), we want you to stay healthy, independent, and supported. Many checkups and screenings are covered at no extra cost when you use in-network doctors.



GET YOUR YEARLY WELLNESS VISIT

Your Annual Wellness Visit is a good time to review your health, medicines, fall risk, shots, and needed tests. One visit can cover several needs.

Talking with your doctor can help you stay healthy, active, and independent. **At every visit, talk about changes in your physical and emotional health and ask what you can do to maintain or improve your health.**

MENTAL HEALTH IS PART OF YOUR HEALTH

Feeling sad, worried, or low is common — and help works. Ask your doctor for a simple screening.



Talk with your doctor about changes in your **emotional or mental health**, including feeling sad, worried, lonely, or less interested in things you enjoy. Imperial can also help connect you with available resources.

HEART, CHOLESTEROL, AND MEDICATIONS

If you have diabetes or heart disease, a statin medicine can protect your heart. Take your medications every day. Ask about 90-day fills or having all refills come due on the same day. Talk to your doctor if cost, side effects, or refills are a problem.

FALL SHOTS

Talk with your doctor or pharmacist about:

- ✓ Flu shot (a higher-dose or special flu shot is often best if you are 65 or older)
- ✓ COVID-19 shot
- ✓ Pneumonia shot
- ✓ RSV (Respiratory Syncytial Virus) shot if you are 75 or older, or 60–74 with certain health risks
- ✓ Shingles shots (2 doses) if you are 50 or older and still need them

To help you stay healthy this season, we're also offering flu shots to eligible members. Watch for more information on how and where to get your flu shot.

STAY ACTIVE

Talk with your doctor about your **level of exercise or physical activity**. Ask if you should **start, increase, or maintain** your current activity. Your plan also offers gym benefits for eligible members (see page 9).

GET HELP WITH DAILY ACTIVITIES

Tell your doctor if your health makes it harder to **walk, bathe, dress, shop, or do other daily activities**. Imperial may have resources that can help. **Call Member Services*** to learn more.

PREVENT FALLS

Have you **fallen, felt unsteady, or had problems with balance**? Tell your doctor and ask what you can do to prevent falls. Nymbl offers programs to help with balance and fall prevention. Call **800-672-6854 Monday through Friday from 8:30 AM to 4:30 PM MST (excluding major US holidays)**.

If you have fallen or are worried about falling because of **stairs, rugs, poor lighting, or other safety concerns in your home**, **Call Member Services***. We can help arrange a home safety assessment to look for changes that may help make your home safer. Your OTC benefit may also cover certain safety or assistive items. **Call Member Services*** to learn about eligible items.

TALK ABOUT BLADDER CONTROL

If you have **urine leakage or problems with bladder control**, talk with your doctor about ways to **improve or manage** the problem. Your OTC benefit may cover certain bladder control supplies. **Call Member Services*** to learn about eligible items.

⋮ CANCER SCREENINGS

Ask if you are due for:

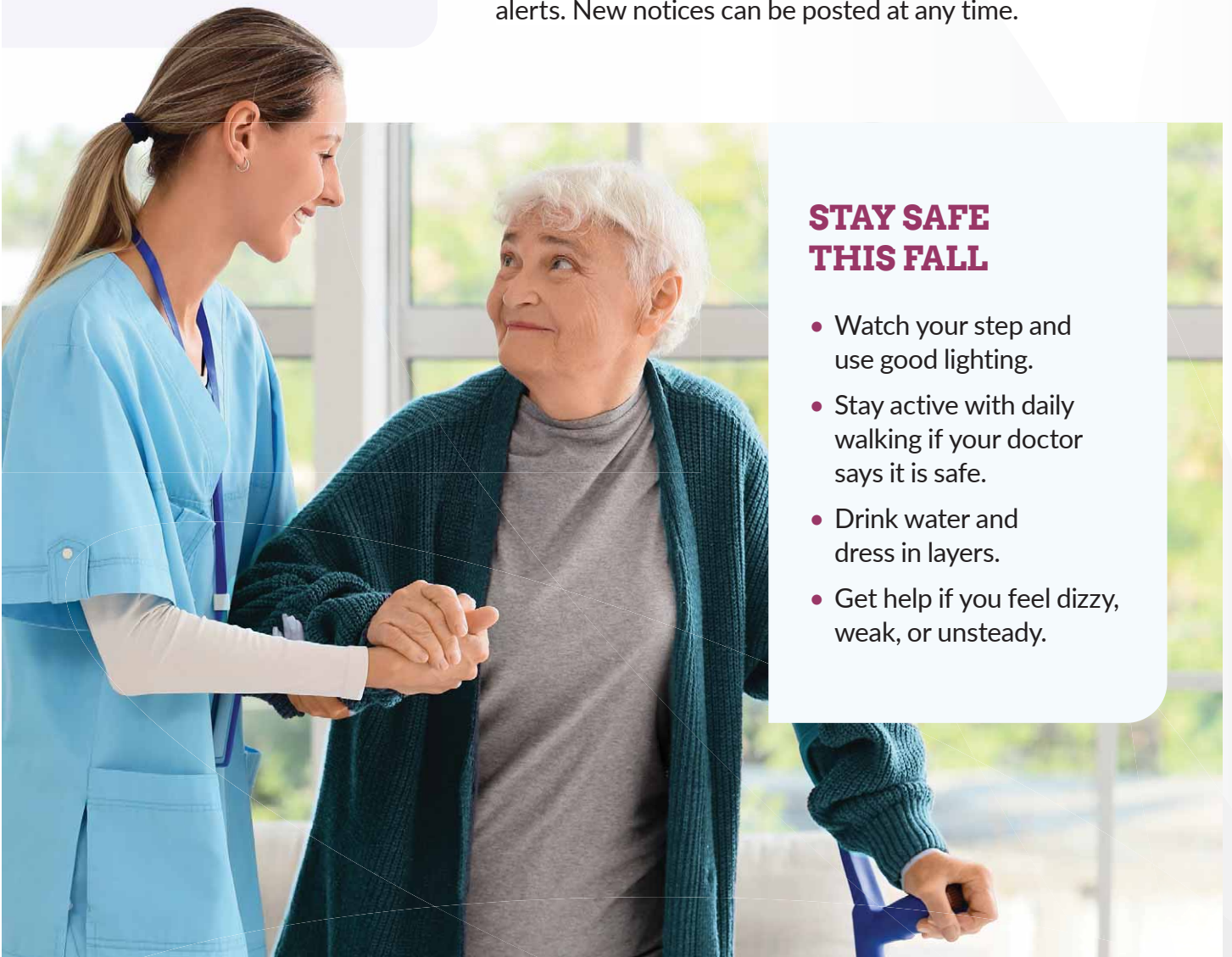
- Colon cancer screening (ages 45–75). You may have a choice: a home stool test or a colonoscopy. If a stool test is positive, you still need a colonoscopy.
- Lung scan if you are 50 or older and smoked heavily
- Mammogram every 2 years for women ages 40–74

TAKE ACTION THIS MONTH

- Schedule your visit and recommended screenings.
- Get your fall shots.
- Review your medicines.
- Turn your camera on for virtual visits.
- **Call Member Services*** if you need help.

⋮ CHECK THE IMPERIAL WEBSITE

Please check the Imperial website from time to time for important member messages and safety alerts. New notices can be posted at any time.



STAY SAFE THIS FALL

- Watch your step and use good lighting.
- Stay active with daily walking if your doctor says it is safe.
- Drink water and dress in layers.
- Get help if you feel dizzy, weak, or unsteady.

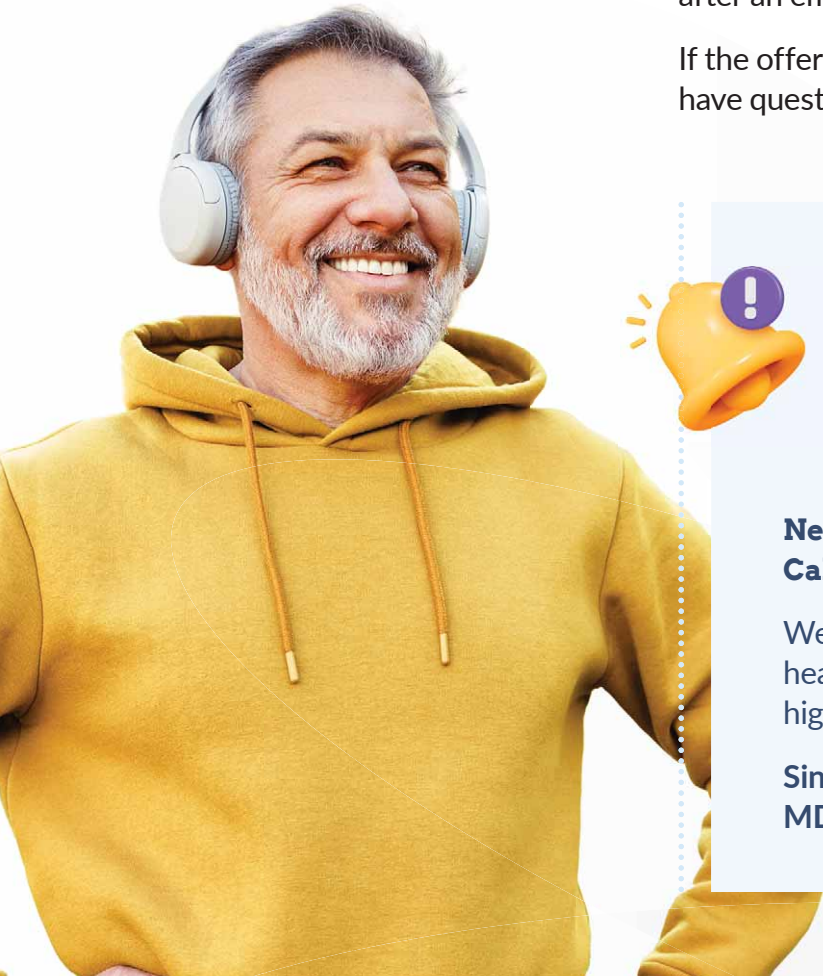
PROTECT YOURSELF FROM SCAM TEXTS OR PHONE CALLS

Scam calls, texts, emails, and fake websites are common. They may look like they come from Imperial, Medicare, or your doctor.

Imperial will never ask for personal or financial information through a surprise text. When in doubt, do not click. Call us first. Use the Member Services number on your ID card.

- ✓ Do not reply with your member ID, Social Security number, password, or bank information.
- ✓ Do not call a phone number that came in the same unexpected message.
- ✓ If you are unsure, hang up or delete the message. Then call the number on your ID card.

The safest way to check a message is not to use anything in the surprise call, text, or email. Contact Member Services* yourself using a number or website you already trust.



NEW WAYS TO GET CARE

Teladoc virtual visits are available 24/7 for urgent care, follow-up for ongoing conditions, and mental health. In some rural ZIP codes, Primary 360 can also help when in-person care is hard to reach.



In select ZIP codes, we can send a nurse practitioner or lab technician to your home for a wellness visit or blood work. This does not replace your regular doctor. Results are shared with your doctor.

PLEASE TURN YOUR CAMERA ON FOR VIRTUAL VISITS

For Teladoc and other virtual clinic visits, please join on camera whenever you can. Seeing you helps our clinicians provide safer, better care.

An audio-only visit does not allow us to check how you look or move. That may lead to extra visits or extra tests — and not always better care.

If you need help using video, **Call Member Services***.

HOW VISITS ARE SCHEDULED

Our plan uses an automated system to schedule your visit.

This is meant to make scheduling faster and more convenient for you. You may also share your preferred dates and times so we can try to schedule a visit that works for you .

It is very important that our clinicians talk with you and evaluate you on the same day, or no later than 48 hours later, especially after an emergency room visit or a hospital discharge.

If the offered time does not work, or if you have questions, **Call Member Services***.



Remember: Think about how your health has changed over time and keep your doctor informed. Regular conversations with your care team can help you **maintain or improve your health and independence.**

Need help finding a benefit or resource? Call Imperial Member Services*

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

SEPTEMBER IS SUICIDE AWARENESS MONTH

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

We'd like to share Lucet's updated [Suicide Awareness & Conversation Toolkit](#), which includes updated articles, tip sheets and infographic posters about suicide risks and conversation.

Social support, like a positive phone call from a friend, is shown to decrease suicidal ideation on that day and the next. Having open and appropriate conversation about mental health can prevent loss of life and foster daily hope, and can also help us handle guilt surrounding a suicide close to us. With the right conversation, support systems and understanding of risk, there is always someone to help.

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

A NEW PHARMACY BENEFITS PARTNER IS COMING



Beginning **January 1, 2027**, **CVS Caremark will become our new pharmacy benefits partner**, replacing MedImpact. CVS Caremark will help manage your prescription drug benefits and pharmacy services.

WHAT DOES THIS MEAN FOR YOU?

There is nothing you need to do right now. We are working closely with CVS Caremark to make the transition as smooth as possible and help ensure you continue to have access to the medications you need.

As part of this transition, there may be changes to how some pharmacy services are provided, such as participating pharmacies, covered medications, or mail-order and specialty pharmacy services. **If a change affects you or requires you to take action, we will provide you with the information you need.**

Our goal is to make this transition as easy as possible while continuing to support your prescription medication needs.

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

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 imperialhealthplan.com and click on Member Resources to navigate to 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



New! MEDICARE DIABETES PREVENTION 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.

CHANGES



UPCOMING 2027 CHANGE: NEW MAILING ADDRESS FOR LEP PREMIUM PAYMENTS

Effective January 1, 2027, please use the following mailing address when sending Late Enrollment Penalty (LEP) premium payments only:

**Imperial Health Plan of
California, Inc.
P.O. Box 104996
Pasadena, CA 91189**

If you are enrolled in an automatic payment (auto-pay or bill-pay), please also review and update the billing address associated with your auto-pay/payment account to reflect the new mailing address above.

Updating your information will help ensure your LEP premium payments and related billing information are properly received and processed.



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

- **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 coverage type, state, and county, then click on Member Resources to 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! 1-855-873-8739 (TTY dial 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.

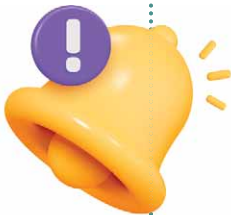
TRAVEL WITH PEACE OF MIND!

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

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

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!



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“We rise
by lifting others.

”

Robert Ingersoll

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 11.



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 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.



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!

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 coverage type, state, and county, then click on Member Resources and navigate to the 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



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 coverage type, state, and county, then click on Member Resources to 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, chapter 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, 24 hours a day, 7 days a week, 365 days per year to:

- Learn about your drug costs.
- Order existing, unexpired mail order drugs
- Find a network pharmacy near you by zip code.
- Explore generic alternatives.



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. 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/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 1-800-838-8271 (TTY: 711). ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-838-8271 (TTY: 711).

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