

2023 Imperial MAPD Training



IMPERIAL
HEALTH PLAN
OF CALIFORNIA



IMPERIAL INSURANCE COMPANIES

Imperial Overview – 2023

Imperial Health Plan of California

Imperial Insurance Companies = Arizona, Texas, and Nevada



IMPERIAL
HEALTH PLAN
OF CALIFORNIA



IMPERIAL INSURANCE COMPANIES

Who is Imperial?

We deliver with Passion and Compassion and Always with Member in mind.

- *Imperial is an HMO – Medicare Advantage Plan – Established by a Physician*
- *Mission: Deliver valuable care so our members are healthy in body, mind, and spirit to achieve their inherent potential*
- *Vision: Deliver value-based care that is clinically effective, sustainable, and achieves exceptional outcomes.*



Chapter 1

Medicare 101, CMS, CMS Medicare Marketing Guidelines



MEDICARE 101

Imperial Health's training will uncover Medicare Details

1. What is the History of Medicare?
2. What is Medicare?
3. What is Medicare Advantage?
4. Who is CMS?



History of Medicare

- 1945 First proposed by President Truman
- 1965 Signed into law by President Johnson
- 1997 Medicare + Choice plans available after the Balanced Budget Act of 1997.
- 2003 Medicare Modernization Act under President George W. Bush
- Changed Medicare + Choice to Medicare Advantage
- Added Prescription Drug Benefit
- 2006 Part D drugs rolled out

What is Medicare?

1. Medicare is the Federal Health insurance program for
 - People who are 65 or older
 - Certain younger individuals with disabilities
 - Individuals with End-Stage Renal Disease
 2. Different parts of Medicare help cover specific services such as:
 - Medicare Part A (Hospital Insurance)
 - Medicare Part B (Medical Insurance)
 - Medicare Part D (Prescription Drug Coverage)
- *Everyone pays a monthly premium for Medicare Part B

What is Medicare Advantage?

1. Medicare Advantage is Medicare-approved plan from a Private Company
2. Often referred to as “Bundled” Plans including Part A, Part B, and Part C and usually Part D
3. Part C = Medicare Advantage
4. Covers everything that Original Medicare (Part A and Part B) covers PLUS extra services such as
 - Vision
 - Dental
 - Hearing
 - Fitness
 - Part D (Varies by Plan)
5. Can be either PPO Plan or HMO plan



Medicare Advantage - C, D and I SNP HMO

Medicare Special Needs Plans (SNP) are a type of Medicare Advantage Plan that generally limits membership to beneficiaries with specific diseases or conditions. SNP's tailor benefits, choose their providers and create a drug formulary to best meet the specific needs of the members.

Individuals must meet one of the following criteria:

- INSTITUTIONAL SNP - Must live in an institution such as a nursing home, long term care facility this also includes individuals living in the community who meet the states criteria for nursing home level of care.
- DUAL ELIGIBLE SNP - Must have both Medicare and Medicaid.
- CHRONIC ILLNESS SNP - Must have a chronic illness such as diabetes, COPD, congestive heart failure.

Who is CMS?

1. Centers for Medicare & Medicaid Services
 - Department for Health and Human Services (HHS)
2. CMS enforces and implements health care legislation
3. CMS reduces Fraud, Waste, and Abuse of Federal Health Programs
4. CMS also regulates marketing and plan presentations including
 - Regulates when an Agent is allowed to market, and HOW an Agent will Market



Marketing Material Prohibited

- CMS prohibits the distribution of marketing materials that are materially inaccurate, misleading, or otherwise make material misrepresentations
- Plan sponsors may not:
 1. Claim that they are recommended or endorsed by CMS, Medicare, or the Department of Health & Human Services (DHHS).
 2. Use absolute superlatives, (e.g., “the best,” “highest ranked,” “rated number 1”), unless they are substantiated with supporting data provided to CMS as a part of the marketing review process. If the material is submitted via the file & use program, the supporting data must be included, along with the materials that use an absolute superlative.

Marketing Events

- Marketing Events (all types) must be communicated to the plan.
- There is a 10-topic template for information which is required to be submitted including the following:
 1. Event Date and Time
 2. Presentation Language and type
 3. Facility Type
 4. Agent National Producer #
 5. Venue Name, Phone, Address and contact #
 6. Contact Imperial for template





Chapter 2

Agent requirements, Enrollment options



Agent Requirements to remain Compliant to sell

- Hold a Valid Health/Life License
- Hold a Valid Errors & Omissions
- Complete yearly AHIP certification
- Complete yearly Imperial Certification *In the states Agent will conduct business in*
- Agent must score an 86% or better on yearly certification
- All documents are reviewed, approved and rejected by Imperial staff
- Once documents are approved, and certification is approved – Agent will receive a RTS email
- Applications can not be submitted if certification is not completed
- Complete SOA Form with Enrollment forms
- Agent receives ready to sell notification from Imperial for state and year.

How to submit an Application

To submit a Compliant Imperial Application, it must include

1. Imperial Scope of Appointment (We do not accept Generic SOA's)
 2. Checklist and Attestation must be filled out
 3. Enrollment Application must be signed by Prospect
 4. Application must be signed by Agent
- Paper Application Faxed to (626)-380-9066
 - Application submitted via-email to | Enrollmentunit@imperialhealthplan.com
 - Application can be completed on Imperials Agent Portal (Electronic SOA + Application)
 - Mail Application – P.O. Box 60874 Pasadena, CA 60874 – Attention Membership Dept.
 - Telephonic Enrollment Application (800)-838-5914
 - Connecture

Did you know?

CMS ruled that all enrollments must be recorded

3. F. Personal/Individual Marketing Appointments. CMS added ii. (requirement to record all individual marketing/sales calls) and iii. (discussion of required disclaimers, including TPMO disclaimer that the agent/broker does not sell all products (if applicable)).

What Imperials Broker Support Team Offers

Agent can call into the Sales line and request a Telephonic Recorded Enrollment

OR provide Imperial lead information and we will contact prospect on behalf of supplying Agent

- Call our Sales Line (800)-838-5197
- Supply lead information (MBI, Plan Type, Election, PCP)
- Our sales team will verify Eligibility before conducting enrollment
- Broker Support will conduct Enrollment & read CMS required statements
- Agent who supplied the lead will remain Agent of Record
- Commissions will not be affected
- ALL recorded



Quick Agent Tips

- We do not issue Agent writing number. Clearly print First & Last name AND FMO/Agency name
- Deliver applications within 24 hours of receipt.
- PCP change requests administered 1st of the month and must be done by the member calling Member Services.
- Out-of-network services (non-emergency) without referrals are not covered.
- Imperials Health Website - www.imperialhealthplan.com is the one web page for all plans and will supply all information needed
- Any questions on plan education, network, enrollment questions please contact Broker Support at (800)-838-5197



Chapter 3

Changes for 2023, plan benefits



What's new for 2023?

- Dynamic Plan 012 will be offered in all service counties for California 2023
- Imperial Courage Plan will be offered to all service states and counties 2023
- Grocery Allowance offered for our D-SNP Plans only California, and Texas
- Expansion Counties for California 2023
- Agent and Imperial focused relationship plans – Flyers, Marketing Materials, and Events

Imperial Health Plan of California

Expansion 2023

Plans Offered in California

1. Imperial Senior Value 005 HMO C-SNP Plan
2. Imperial Traditional Plan 007 HMO
3. Imperial Dual Plan 011 HMO D-SNP Plan
4. Imperial Dynamic Plan 012 HMO
5. Imperial Strong Plan 014 HMO
6. Imperial Courage Plan 016 HMO



Current Counties:

Alameda, Contra Costa, Fresno, Kern, Kings, Los Angeles, Madera, Merced, Orange, Placer, Riverside, Sacramento, San Bernardino, San Diego, San Francisco, San Joaquin, San Mateo, Santa Barbara, Santa Clara, Stanislaus, Tulare, Ventura, and Yolo

Expansion Counties:

Amador, Butte, Del Norte, El Dorado, Glenn, Humboldt, Imperial, Inyo, Marin, Mariposa, Mendocino, Modoc, Monterey, Mono, Napa, Nevada, Plumas, San Benito, San Luis Obispo, Santa Cruz, Shasta, Siskiyou, Solano, Sonoma, Tehama, Tuolumne and Yuba



IMPERIAL
HEALTH PLAN
OF CALIFORNIA

Imperial Insurance Companies

Arizona, Texas, and Nevada

Plans Offered in AZ, TX, NV

1. Imperial Traditional 003 HMO
2. Imperial Insurance Company 004 HMO DUAL (TX Only)
3. Imperial Insurance Value 005 – HMO C-SNP
3. Imperial Insurance Traditional Plus 007 - HMO
5. Imperial Courage Plan 008 MA Plan - HMO

Arizona:

Coconino, Maricopa, Pima, Pinal, and Yavapai

Texas:

Bexar, Collin, Comal, Dallas, Denton, El Paso, Fort Bend, Harris, Hays, Montgomery, Nueces, Tarrant, Travis, Williamson, and Wise

Nevada:

Clark County



IMPERIAL INSURANCE COMPANIES













Introducing the Imperial Courage Plan **California, Nevada, Arizona, and Texas**

The Imperial Courage Plan is designed:

- To Support and Cater to our US Veterans
 - For Individuals who receive their medications through other coverage
 - For Individuals who want a more cost-effective way to get medical treatment
- To Remove the concerns and stress of high deductibles and high out-of-pocket expenses
- For Individuals who require additional attention or help to manage their care



2023 Benefit Highlights

2023 Benefit	Imperial Senior Value (HMO C SNP) 005	Imperial Traditional (HMO) 007	Imperial Strong (HMO) 014
 Service Area	Alameda, Contra Costa, Fresno, Kern, Kings, Los Angeles, Madera, Merced, Orange, Placer, Riverside, Sacramento, San Bernardino, San Diego, San Francisco, San Joaquin, San Mateo, Santa Barbara, Santa Clara, Stanislaus, Tulare, Ventura and Yolo, and 2023 Expansion Counties		
 Premiums	Part C Premium: \$0	Part C Premium: \$0	Part C Premium: \$0
	Part D Premium: \$0	Part D Premium: \$0	Part D Premium: \$0
 Part B buy down	There is no Part B buy down for 005, 007.		\$85.00 Part B buy down Paid to members monthly
 Physician Services	Doctor: \$0 Specialist ^{1,2} : 0	Doctor: \$5 Specialist ^{1,2} : \$10	Doctor: 20% co-insurance Specialist ^{1,2} : 20% co-insurance
 Inpatient Hospital Care ^{1,2}	\$0	\$150 per day for days 1 - 5 and \$0 for days 6 - 90	Original Medicare
 Emergency Care	\$0	\$100 (waived if admitted within 48 hours)	20% co-insurance (waived if admitted within 3 days)
 Urgent Care	\$0	\$20	20% co-insurance (waived if admitted within 3 days)
 Worldwide Emergency Care	\$0 co-payment Max of \$50,000 for qualifying expenses		No Worldwide Emergency allowance for 014.
 Ambulance Services ¹	\$125 Ground 20% Air	\$150 Ground 20% Air	20% co-insurance
 Transportation ^{1,2}	\$0 co-payment Round trip to plan approved health-related location		No Transportation allowance for 014.
 Durable Medical Equipment	20% co-insurance		
 Health and Wellness	\$0 for fitness center membership or up to 1 home fitness kit per calendar year		No Gym allowance for 014.














2023 Benefit Highlights

2023 Benefit	Imperial Dual Plan (HMO D-SNP) 011	Imperial Dynamic (HMO) 012
Service Area	Alameda, Contra Costa, Fresno, Kern, Kings, Madera, Merced, Placer, Sacramento, San Francisco, San Joaquin, Santa Barbara, Stanislaus, Tulare, Ventura and Yolo	Will be offered in Imperials California Service Areas 2023
Premiums	Part C Premium: \$0	Part C Premium: \$0
	Part D Premium: \$33.20	Part D Premium: \$0
Physician Services	Doctor: \$0 co-insurance Specialist ^{1,2} : \$0 co-insurance	Doctor: \$0 Specialist ^{1,2} : 0
Inpatient Hospital Care ^{1,2}	Original Medicare	\$0
Emergency Care	20% co-insurance (waived if admitted within 3 days)	\$100 (waived if admitted within 48 hours)
Urgent Care	20% co-insurance (waived if admitted within 3 days)	\$0
Worldwide Emergency Care	\$0 co-payment Max of \$50,000 for qualifying expenses	
Ambulance Services ¹	\$150 Ground \$0 Air	\$125 Ground 20% Air
Transportation ^{1,2}	\$0 co-payment Round trip to plan approved health-related location	
Durable Medical Equipment ^{1,2}	20% co-insurance	



2023 Benefit Highlights

2023 Benefit	Imperial Insurance Company Traditional – (HMO) 003	Imperial Insurance Value – (HMO C-SNP) 005	Imperial Insurance Traditional Plus – (HMO) 007	Imperial Insurance Company Dual – (HMO D-SNP) 004
 Service Area	<p><u>Nevada</u> – Clark <u>AZ</u> – Coconino, Maricopa, Pima, Pinal, Yavapai <u>Texas</u> – Bexar, Collin, Comal, Dallas, Denton, El Paso, Fort Bend, Harris, Hays Montgomery, Nueces, Tarrant, Travis, Williamson and Wise</p>			<p><u>Texas</u> – Bexar, Collin, Comal, Dallas, Denton, El Paso, Fort Bend, Harris, Hays Montgomery, Nueces, Tarrant, Travis, Williamson and Wise</p>
 Premiums	Part C Premium: \$0 Part D Premium: \$0	Part C Premium: \$0 Part D Premium: \$0	Part C Premium: \$0 Part D Premium: \$0	Part C Premium: \$0 Part D Premium: \$25.10
 Part B buy down	There is no Part B buy down for 003 and 005.		\$110.00 Part B buy down Paid to members monthly	There is no Part B buy down for 004.
 Physician Services	Doctor: \$0 Specialist ^{1,2} : \$0		Doctor: 20% co-insurance Specialist ^{1,2} : 20% co-insurance	Doctor: \$0 Specialist ^{1,2} : \$0
 Inpatient Hospital Care ^{1,2}	\$125 per day for days 1 through 5 and \$0 for days 6 through 90		Original Medicare	
 Emergency Care	\$100 (waived if admitted within 48 hours)		20% co-insurance (waived if admitted within 3 days)	
 Urgent Care	\$0		20% co-insurance (waived if admitted within 3 days)	
 Worldwide Emergency Care	\$0 co-payment Maximum of \$50,000 for qualifying expenses		No Worldwide Emergency allowance for 007.	\$0 co-payment Maximum of \$50,000 for qualifying expenses
 Ambulance Services ¹	\$125 Ground 20% Air		20% co-insurance	
 Transportation ^{1,2}	\$0 co-payment Unlimited Round trips to plan approved locations		No Transportation allowance for 007.	\$0 co-payment Unlimited Round trips to plan approved locations
 Durable Medical Equipment ¹	20% co-insurance			

Imperial Courage Plan CA, AZ, TX, and NV Benefit Breakdown

1. \$75.00 Part B Reduction
2. MA Plan Only (No prescription drug coverage included but a Standalone PDP plan can be added separately)
 3. PCP & SPC Copayment: \$0.00
 4. Labs/X-Rays/Diagnostic Test Copayment: \$0.00 & MRI/CT Scan Copayment: \$0.00
 5. Urgent Care Copayment: \$0.00 & Emergency Room Copayment: \$0.00
 6. OTC Allowance (Does not roll over) - \$115.00
 7. Dental, Vision, and Hearing Aid included YEARLY
 8. Transportation Included
 9. Silver & Fit Included
10. More benefit information included in our Enrollment Kits

Imperial Dual Plan HMO D-SNP

1. Imperial Dual Plan HMO D-SNP offered in California, and Texas
Imperial service areas
2. Imperial Dual Plan is offered in California Service areas:
 - Alameda, Contra Costa, Fresno, Kern, Kings, Madera, Merced, Placer, Sacramento, San Francisco, San Joaquin, Santa Barbara, Stanislaus, Tulare, Ventura and Yolo
3. Imperial Insurance Company Dual is offered in Texas service areas:
 - Bexar, Collin, Comal, Dallas, Denton, El Paso, Fort Bend, Harris, Hays, Montgomery, Nueces, Tarrant, Travis, Williamson, and Wise
4. Grocery Benefit is offered for the California DUAL Plan \$15 Benefit which will be provided on the Flex Card

Over the Counter – Nations OTC



Supplemental Benefits That Make a Difference

Engage your members in meaningful and measurable ways with technology-based solutions tailored to the unique needs of your member population.

NationsBenefits® provides managed care organizations with customizable healthcare solutions that help members achieve a better quality of life through a diverse offering of supplemental benefits. We know how important it is for your members to have personalized benefits that fit their needs and lifestyles. That's why we offer a wide variety of solutions that go beyond original Medicare—and help meet members' expectations that are borne out of today's changing environment.



Enabling Growth and Retention



Ensuring Member Satisfaction



Improving Health Outcomes



Reducing Costs

nations benefits

- Flex Card (DUAL PLANS ONLY will have grocery benefit of \$15 loaded)
- Members can order through Imperial.NationsBenefits.com | By phone: 833-910-1823 TTY: 711 24 hours a day, seven days a week, 365 days a year | By mail | or at a Retail Location
- Retail locations include Walmart, CVS, Rite Aid, ETC
- \$ Amounts vary per PBP for commonly used over the counter items
- Includes OTC items, Medications, and Products
- Note – If the \$ amount is not used, it **does not** roll over to the next month
- Use it or lose it. Also, must allocate for sales tax.
- Review plan summary of benefits for details



Medicare Advantage



Member Benefits:

- Check plan coverage or eligibility Verificar su Cobertura/Sigibilidad
- Search for dentists in your network Buscar Dentistas en su Red
- Questions about your dental plan? Sobre su Plan Dental? Llámennos Gratis: Call us toll free: 888.703.4999
- Or visit us online at: www.libertydentalplan.com

www.libertydentalplan.com

Making members shine, one smile at a time™

© 2021 Liberty Dental Plan. Imperial Health Plan Medicare Advantage

Make The Most Out of Your Dental Visit



What to know before you call:

- The LIBERTY Dental Plan you are enrolled in
- The reason for your appointment (let your office know if you are having an emergency)

What to take to your appointment:

- Plan benefit schedule
- Medical ID card (not required but helpful)
- List of questions or concerns
- List of medications you may be taking
- Information in order to complete new patient forms

Schedule regular dental visits

By seeing your dentist at least twice a year, you can help prevent many dental health problems. Regular visits will help reduce discomfort and costly treatment plans. Regular visits allow your dentist to monitor your oral health and recommend a dental health routine to address areas of concern.

Ask for advice

Take advantage of your dental visit. Ask questions about your dental habits at home and what they would recommend to improve them. Let your dentist know if you are having any sensitivity, pain or other concerns. Talk to your dentist even if you don't think what you are experiencing affects your dental health.

Know what to expect

Sometimes the greatest fear is of the unknown. During a routine checkup, you should expect your dentist to screen for oral cancer, check for tooth and gum disease and inspect your fillings, crowns or dentures. Dental x-rays will help the dentist detect problems that may not be caught during other examinations. Feel free to ask questions or express your concerns. Chances are your dentist has dealt with the issue before and can offer support.

After your appointment

If you still have questions or need help understanding your treatment options, contact LIBERTY Dental Plan toll free at 888.703.4999 and a knowledgeable representative will be ready to assist.

www.libertydentalplan.com

Making members shine, one smile at a time™

© 2021 Liberty Dental Plan. Imperial Health Plan Medicare Advantage

Liberty Dental
\$500 max benefit amount for routine dental services
\$2000 max benefit amount for comprehensive



Keeping an eye on your health®

Vision coverage can be an important part of overall health.

A flexible plan option.

Vision benefits from MARCH® Vision Care give you:

- Access to a strong provider network.
- Eye exams to check for serious medical conditions.
- Freedom to choose your doctor and eyewear.

Easier access to providers.

Our network includes plenty of options, with more than 39,000 providers* across the country. You can visit marchvisioncare.com to locate a provider or refer a provider.

Your vision benefits.

- **Exam Coverage**—Routine eye exam covered every year
- **Eyewear Allowance**—Your allowance gives you the option to purchase frames, lenses or contact lenses of your choice.
- **Additional services**—You can receive additional services when covered by our plan for post-cataract eyewear, glaucoma screenings, and more. Check with your provider or your health plan at the member services number on the back of your ID card, to confirm coverage.



Vision care is tied to your overall health.

Diabetes, high blood pressure, autoimmune diseases and cancers may be detected during an eye exam.²

Learn More.

Contact your plan's member services department.

MARCH
Vision Care



IMPERIAL HEALTH PLAN
OF CALIFORNIA



IMPERIAL INSURANCE COMPANIES

VISION – MARCH VISION

Access to strong provider network

Freedom to choose your doctor and eyewear

\$0 Routine eye exams

\$250 yearly allowance for contacts, lenses, and frames



Quality health care when and where you need it

Teladoc® gives you access to a national network of U.S. board-certified doctors by phone or video who are available anywhere, 24/7/365 to treat many of your medical issues.

YOU CAN USE TELADOC

It is a convenient and affordable option for quality care.

- When you need care now
- If you're considering the ER or urgent care center for a non-emergency issue
- On vacation, or away from home
- For short-term prescription refills

GET THE CARE YOU NEED

Teladoc doctors can treat many medical conditions, including:

- Cold & flu symptoms
- Allergies
- Sinus problems
- Sore throat
- Respiratory infection
- Skin problems
- And more!

Teladoc doctors can diagnose and treat many non-emergency medical conditions

Talk to a doctor anytime for free!

Teladoc is just a click or call away!

Teladoc.com
1-800-TELADOC (835-2362)



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TeleHealth – TelaDoc

Talk to a doctor anytime!

Short-term prescription refills

On vacation – or away from home

Access to a national network of U.S Board certified
doctors by phone or video who are available anytime
24/7/365 days a year

Great for rural areas*

Great for doctors with closed panels*

1-800-TELADOC (835-2362)



Hearing Care Solutions (HCS) Program for Imperial Insurance Companies (HMO) (HMO SNP) and Imperial Health Plan of California (HMO) (HMO SNP) Members



All Imperial Insurance Companies and Imperial Health Plan of California members will receive:

- Choice of over 4,500 providers nationwide
- Comprehensive hearing exam
- A wide selection of fully digital hearing aids
- Choice of up to 9 major manufacturers
- Hearing aid fitting
- Access to HCS Dr. of Audiology & Product Specialists on staff to respond to your questions or make recommendations

All instruments purchased through HCS include:

- 1-year supply of batteries (up to 64 cells per ear)
- 1 year of follow-up care at no charge, with the original provider
- 3-year manufacturer's warranty including loss, damage & repair
- 60-day evaluation period
- 12-month interest-free financing available to qualified applicants

Call to schedule your hearing exam!

(866) 344-7756 6AM to 6PM Mountain Time, Monday-Friday

Imperial Insurance Companies, Inc. and Imperial Health Plan of California are (HMO) (HMO SNP) with a Medicare Contract. Enrollment in Imperial Insurance Companies, Inc. and Imperial Health Plan of California depends on contract renewal.

Imperial Insurance Companies, Inc. (HMO) (HMO SNP) and Imperial Health Plan of California (HMO) (HMO SNP) comply with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

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).

Hearing – Hearing Care Solutions

Members can choose from 4,500 providers nationwide comprehensive hearing exam

Wide selection of fully digital hearing aids

Hearing aid fitting

Hearing Aid Benefit Breakdown

20% co-insurance for routine exams/fitting \$250 max

20% co-insurance for Hearing Aid – Allowance \$1,250 max

Member still has questions? Contact our Member Services line at (800)-838-8217

Prescription Home Delivery Registration

Elixir Pharmacy provides convenient home delivery for traditional maintenance medications and specialty drugs. Our pharmacy care model focuses on the individual needs of our patients, better coordinating care and improving outcomes. For more information visit elixirsolutions.com.

1. REGISTRATION INFORMATION

To help make your experience easier, register with Elixir Pharmacy using one of the three available options below. Please note, you will need your Member ID number from your prescription card to complete registration using any of these methods.



To register via the online portal:
Visit elixirsolutions.com



To register by mail:
Send this form to Elixir Pharmacy
7835 Freedom Ave. NW,
North Canton, OH 44720



To register by phone:
Call Elixir Pharmacy
at 866-909-5170 (TTY: 711)

2. FILLING PRESCRIPTIONS

It's easy to fill a prescription with Elixir Pharmacy. Ask your physician for a 90-day prescription of your medication. Your doctor can send the new prescription to Elixir Pharmacy using any of the following secure and easy methods:



Electronic: Have your doctor send the prescription to Elixir Pharmacy using NCPDP 36-77361.



Fax: Have your doctor fax the prescription to Elixir Pharmacy at 866-909-5171.



Mail: If you have a written prescription, you or your doctor can include it with this completed form or, if you've already registered online or via the phone, mail it to: Elixir Pharmacy, 7835 Freedom Ave., NW, North Canton, OH 44720.

You can also transfer any current prescriptions that are with another pharmacy to Elixir Pharmacy by going to elixirsolutions.com.

If you need any assistance with this process or help contacting your doctor, call Elixir Pharmacy at 866-909-5170 (TTY: 711) for maintenance medications or 877-437-9012 (TTY: 711) for specialty medications. Please have your prescription bottle handy.

3. MEMBER INFORMATION

First Name: _____ Last Name: _____ Middle Initial: _____

Address: _____ City: _____ State: _____ Zip Code: _____

Phone Number: () _____ Email: _____

Member Identification Number: _____ Date of Birth: _____ Sex: M F

4. HEALTH INFORMATION

Drug Allergies: None Aspirin Codeine Erythromycin Penicillin Sulfas Other: _____

Medical Conditions: Arthritis Asthma Cancer Diabetes Glaucoma Heart Condition

High Blood Pressure High Cholesterol Migraine Thyroid Disease Other: _____

Current Over-the-Counter or Herbal Medications Taken Regularly: _____

IR_010 H5496 & H2793 Drug Mail Order_C ENG 08/09/20

elixir
PHARMACY

Part D drugs – Elixir

- Registration information
 - Register via online portal visit elixirsolutions.com
 - Register by mail – Member will need to send completed form to Elixir's mailing address
 - Register by phone PH: 866-909-5170
- Member needs extra assistance? Have them give our Member Services a call at (800)-838-8217



IMPERIAL HEALTH PLAN
OF CALIFORNIA



IMPERIAL INSURANCE COMPANIES

Transportation

Did you know your membership with Imperial will include unlimited transportation for zero copay (\$0) to plan approved locations such as:

- -Dr. Visit (Primary Care and Specialists)
 - -Therapy visits
 - -X-Rays
 - -Pharmacy
- -Gyms/Fitness centers
 - -Dental
 - -Vision
 - -Hearing

To arrange transportation call Member Services at 1-800-838-8271 at least one day prior to the scheduled appointment date to ensure availability. TYY users call 711.

Member Services hours: October 1 – March 31: Monday – Sunday, from *6:00 a.m. – 8:00 p.m. PST or April 1 – September 30: Monday – Friday, from *6:00 a.m. – 8:00 p.m. PST except holidays.

- We will set the appointment for the ride for you... To the plan approved location requested.
- We will set the appointment for the return ride home as well.

*California hours of operation start at 8:00 am PST

Transportation

- Unlimited transportation
- \$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

General Information



- Member Services - (800)-838-8271 TTY 711
 - 6 AM to 8 PM PST 7 Days a week
 - Sales & Marketing
 - Broker Support 800-838-5197
 - Sales Line – 800-838-5914
 - Imperial Health Plan website: <https://www.imperialhealthplan.com>
- Find a Doctor: <https://providers.imperialhealthplan.com>
- Find a Dental Provider: <https://www.libertydentalplan.com>
- Find a Vision Provider: <https://www.marchvisioncare.com>
- MEDICARE: 1(800)-633-4227: <https://www.medicare.gov>
 - MEDICARE Marketing Guidelines: https://www.cms.gov/ManagedCareMarketing/01_Overview.asp#TopOfPage



This concludes the Imperial 2023 Training

Thank you for your support to Imperial



IMPERIAL
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IMPERIAL INSURANCE COMPANIES