



Dear Member,

Welcome to Imperial Health Plan of California, Inc. (HMO) (HMO SNP). We would like to take this opportunity to thank you for choosing us as your Health Plan. We appreciate your confidence in us, and we will do our best to meet your health care needs.

**Great news Imperial has gone green!** You don't have to worry about those bulky annual books you get in the mail each year. You can now access your annual materials electronically.

### **How to Access Electronic Materials**

1. Log onto the <https://members.imperialhealthplan.com/member/signup>
2. Enter your username and password. If you have not already set on up don't worry, in 5 business days you will receive a letter with your username and password.
3. On 09/30/23 your Evidence of Coverage (EOC), Provider Directory, Pharmacy Directory and Drug Formulary will be available online at the above link.

### **How to Request Hard Copy Book(s)**

- Call Member Services at **1-800-838-8271** TTY: 711, October 1 - March 31: Monday - Sunday from 8:00 am PST. - 8:00 pm PST and April 1 - September 30: Monday - Friday from 8:00 am PST. - 8:00 pm PST, Saturday – Sunday 10:00 am PST. - 2:00 pm PST. except holidays.
- Tell Member Services the book(s) you would like to receive hard copy for.
- The hard copy book(s) will be mailed to you within 3 business days.
- Let Member Service know if you want the hard copy book sent to you all the time or just this one time.

### **Which books do you want hard copy of?**

- Select the book(s) you would like to receive hard copies for  
☐ Evidence of Coverage (EOC), ☐ Provider Directory, ☐ Pharmacy Directory, ☐ Drug Formulary
- ☐ One-time hard copy request or ☐ Always send me hard copies
- Mail this letter to Imperial in the self-addressed envelope provided or call Member Services at the number above.

Member Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Sincerely,

Paveljit S. Bindra, M.D.

Chief Executive Officer