

Welcome to UCLA Health, your partner in good health

Our physicians and staff would like to welcome you to UCLA Medical Group, the physician group for UCLA Health. Our goal is to provide you the finest in primary and specialty care through the latest approaches to prevention, diagnosis, and treatment, along with exemplary service and quality.

For your convenience, here are frequently asked questions and answers to help you start using your new Vivity health plan:

What if I want to change my primary care physician (PCP)? How do I find another one?

Your PCP plays a central role in the delivery of your medical services. To find a PCP located in your area, go to uclahealth.org/primary-care. Select a primary care office and read about the doctors who provide care at that location.

All of our doctors have provided information about their education and specialties. Some even have videos you can watch. If you want to look up a specific doctor but don't know where they practice, you can use the **Find a Doctor** button at the top right of the page. For assistance with selecting a PCP, please call 310-302-1300 or 877-302-8252.

What if I already know the PCP I want to change to?

You can call the Vivity Concierge at 844-4-VIVITY (844-484-8489). The number is also printed on your health plan ID card. Let us know who you want to select as your new PCP and we'll take it from there.

How do I schedule an appointment with my PCP?

If you have already chosen your UCLA Health PCP, you should receive a Vivity ID card that has your PCP's name and phone number on it. You can make an appointment by calling the UCLA Health doctor's office directly or log in to your myUCLAhealth account and select **Visits/Clinical Notes** and then **Schedule an appointment**.

What if I need to see a specialist? How do I receive a referral?

To schedule an appointment with most specialists, you'll need a referral from your PCP. As a Vivity member, you can select your own specialist and self-refer for the following four specialties: allergists; dermatologists; OB-GYNs; and ear, nose, and throat doctors.

Make sure that any specialist you choose is a UCLA Medical Group doctor.

Where do I go for laboratory services?

Go to uclahealth.org and select **Find Your Location** from the main navigation, or just go to uclahealth.org/locations. Type Laboratory in the search box for a list of locations, or select the magnifying glass next to the search bar and choose **Laboratory** under *Location Type* within the filter results for a full list of locations.

Where do I go for radiology services?

Go to uclahealth.org and select **Find Your Location** from the main navigation, or just go to uclahealth.org/locations. Choose the **Imaging/Radiology** category for a list of locations, or select the magnifying glass next to the search bar and choose **Imaging** under *Location Type* within the filter results for a full list of locations.

What if I need immediate or after-hours care?

If you're experiencing a true emergency, call 911 or go to your nearest emergency department. For immediate, nonemergency health issues during regular office hours, it's best to first call your PCP, whose practice can usually accommodate a same-day appointment. You can find the contact information for UCLA Health primary care offices at uclahealth.org/primary-care. When it's not life-threatening and you need to see a doctor outside office hours, UCLA Health's immediate care locations are your best option. For a full list of immediate care locations and conditions immediate care doctors treat, go to uclahealth.org/immediate-care.

If you're more than 30 miles away from your PCP or medical group and need immediate care that can't wait until you get back to make an appointment with your PCP, get the medical care you need right away. You must call us within 48 hours if you are admitted to a hospital.

You can also:

- Use LiveHealth Online. LiveHealth Online gives you 24/7 access to video visits with medical doctors, board-certified psychiatrists, or licensed therapists from your mobile device or computer with a camera.^{1,2} Spanish-speaking doctors are available by appointment seven days a week using Cuidado Médico on LiveHealth Online. No appointment is necessary, and it costs less than \$20 for an online visit. To learn more, go to livehealthonline.com.
- Go to any immediate care center. For a list of immediate care centers that are affiliated with Vivity medical groups or certain hospitals in the Vivity network, go to vivityhealth.com. If you go to an immediate care center outside the UCLA Health service area, please request copies of all tests taken and give them to your PCP as soon as possible to determine the best course of care.

We recommend that you find out where your preferred UCLA Health immediate care location is as soon as possible, before you need care. Also, take the time now to sign up at livehealthonline.com or download the LiveHealth Online mobile app from the App Store® or Google Play™.

Can I access my medical records?

You can access portions of your health information, manage appointments, ask nonimmediate medical questions, and request prescription refills through our secure member website, myuclahealth.org. You can sign up after visiting your PCP.

How can I access virtual care through my medical group?

Our UCLA Health primary and specialty care providers are available for online video visits or in-person visits. Please note that some appointments might require an in-person visit. To schedule a video visit:

- You can log in to your myUCLAhealth account, select **Visits/Clinical Notes** and then **Schedule an appointment**. You can then select your provider and schedule your appointment.
- You can call your doctor's office directly or give us a call at **310-825-2631**.

¹ Appointments subject to availability. Prescriptions determined to be a "controlled substance" (as defined by the Controlled Substances Act under federal law) cannot be prescribed using LiveHealth Online. Psychiatrists on LiveHealth Online will not offer counseling or talk therapy.

² Appointments subject to availability of a therapist. Online counseling is not appropriate for all kinds of problems. If you are in crisis or having suicidal thoughts, it's important that you seek help immediately. Please text, chat, or call 988 (Suicide and Crisis Lifeline), or 911 for help. If your matter is an emergency, call 911 or go to your nearest emergency room. LiveHealth Online does not offer emergency services.

In addition to using a telehealth service, you can receive in-person or virtual care from your own doctor or another healthcare provider in your plan's network. If you receive care from a doctor or healthcare provider not in your plan's network, your share of the costs may be higher. You also may receive a bill for any charges not covered by your health plan.

LiveHealth Online is offered through an arrangement with Amwell, a separate company, providing telehealth services on behalf of your health plan. Virtual text and video visits powered by K Health.

Anthem Blue Cross is the trade name of Blue Cross of California. Independent licensee of the Blue Cross Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.