



# Welcome to Providence, a Vivacity health plan partner

Thank you for choosing us.

Vivacity offers world-class care, a members-first experience, and collaboration across the doctors in the network to provide the best care possible.

As a health system in the Vivacity network, Providence is committed to providing exceptional, compassionate care. That means treating you when you're sick but also working to keep you and your family well, in body and mind. With Providence, you have access to top-rated doctors, outpatient clinics, and hospitals in Los Angeles County, Orange County, and the High Desert, including Holy Cross, Little Company of Mary, Providence Cedars-Sinai Tarzana, Saint John's, Saint Joseph, Facey Medical Group, Providence Medical Institute, and Saint John's Physician Partners.

Here are answers to frequently asked questions to help you take care of your health and experience the Providence difference:

## How do I schedule an appointment?

To schedule an appointment, call your primary care physician's (PCP) office or visit [providence.org](https://www.providence.org). Your PCP's name and number is on your Vivacity health plan card, which you will receive in the mail soon if you haven't already.

If you don't have a PCP, or if you need an appointment sooner than your PCP can offer, please contact our Patient Engagement Center at **800-627-8106**, every day, 7 a.m. to 7 p.m.

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

Your Vivity health plan works like a health maintenance organization (HMO). To receive coverage for care, you will need to use doctors and hospitals in the plan's network. For help choosing a specialist, talk to your PCP or call our Patient Engagement Center at **800-627-8106**. As a Vivity member, you can self-refer for these specialties: allergy; dermatology; OB-GYN; and ear, nose, and throat (ENT).

## Where do I go for lab services?

Providence has multiple labs throughout Los Angeles County. Your PCP's office will help you schedule an appointment at the nearest location.

## Where do I go for imaging services, such as X-rays, mammograms, CT scans, and MRIs?

Providence offers in-house radiology at certain clinics. Please contact your PCP's office if you have a referral for imaging services. They can help you schedule an appointment at one of our imaging centers.

## What if I need urgent or after-hours care that's not an emergency?

It's best to first call your PCP for an urgent health concern that's not an emergency. They will try to see you that day, if possible.

Providence urgent care centers are staffed with doctors who offer the compassionate care your family deserves to help you through urgent medical issues, such as sore throats, fevers, and sprains. We also have urgent care centers that are open on weekends and evenings to ensure we're here for you, even after-hours.

For a full list of Providence urgent care locations in Southern California, please visit [providence.org/services/urgent-care](https://www.providence.org/services/urgent-care).

## What are my telehealth options?

Many of our medical group providers offer virtual care. Those visits can be scheduled online through their provider profiles or by calling the call center. You can meet virtually with a Providence doctor or specialist using a smartphone, tablet, or computer with a camera and receive care wherever you are. Our doctors and specialists can diagnose, treat, and in certain cases, even prescribe medications for you.

Your Vivity plan also includes LiveHealth Online telehealth visits. With [livehealthonline.com](https://livehealthonline.com), doctors are available 24/7, with no appointment needed.

To schedule an appointment or learn more about your telehealth options, please visit [providence.org/virtualcare](https://providence.org/virtualcare).

## Can I access my medical records online?

Yes, our online patient portal is a secure, convenient way to access your medical records, including lab and imaging results. You can also schedule appointments, refill medicines, and communicate with your doctor's office.

## What if I want to change my PCP? How do I find another one?

It's important to find a PCP who's right for you. At Providence, our diverse group of doctors have received accolades for excellence in healthcare.

Our Patient Engagement Center representatives can give you more information about Providence doctors and help you find the right fit. You can contact them at **800-627-8106**, every day, 7 a.m. to 7 p.m.

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

You can call Vivity Concierge at **844-4-VIVITY (844-484-8489)** to select or change PCPs. The number is also on your member ID card.

LiveHealth Online is offered through an arrangement with Amwell, a separate company, providing telehealth services on behalf of your health plan.

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