



Thank you for choosing Greater Newport Physicians and Vivacity Network HMO

Personalized care and
dedication to quality

At **Greater Newport Physicians (GNP)**, our focus is to make sure our doctors have the tools they need to provide you with the quality healthcare you deserve.

As a Vivacity member, you'll have access to a network of medical centers and hospitals working together to ensure you receive great care, without surprises. That includes access to healthcare from the top primary care doctors, specialists, and hospitals close to where you live, throughout Orange County and Long Beach.

You can choose from more than 175 family practitioners, internists, and pediatricians to serve as your GNP primary care physician (PCP). Many doctors have offices within medical facilities that offer convenient access to support services such as labs, pharmacy, physical therapy, mammography screening, ultrasound, X-ray, urgent care, and other diagnostic tests.

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

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

We want you to have the PCP who is right for you. Our Patient Services representatives are here to help you and can provide information about GNP, offer assistance, and help with any concerns you may have. Our Patient Services Department is available at **800-553-6537** Monday through Friday, 8 a.m. to 4:30 p.m., or you can visit us at gnpweb.com.

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 make the necessary changes.

How do I make an appointment with my PCP?

You may schedule an appointment with your PCP by calling your GNP office, listed on your Vivity ID card.

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), which means for your care to be covered, you will have to use care providers in your plan's network. As a Vivity member, you can self-refer (choose a specialist yourself) to four key specialties from the GNP network. These specialists include allergists; dermatologists; OB-GYNs; and ear, nose, and throat (ENT) doctors. For all other specialty referrals, your PCP is your central contact and will help coordinate access to specialty care while overseeing your health and keeping a file with all of your medical records. For these referrals for specialty care, please contact your PCP.

Where do I go for laboratory and imaging services?

If your PCP determines you need laboratory or imaging services (like an X-ray), they will refer you to the most appropriate facility within the plan's network. You may also call Quest Diagnostics at **800-377-8448** or visit questdiagnostics.com for a list of their laboratory locations.

What if I need urgent or after-hours care?

First and foremost, if you're experiencing a true emergency, call 911 or go to your nearest emergency room. For urgent, nonemergency health issues during regular office hours, it is best to first call your PCP, who can usually accommodate a same-day appointment. When it is not life-threatening and you need to see a doctor outside of office hours, GNP urgent care centers are your best option. For a full list of urgent care locations and conditions cared for, visit gnpweb.com or call **800-553-6537**.

If you are more than 30 miles away from your PCP or medical group and need urgent care (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 doctors using a mobile device or a computer with a camera. No appointment is necessary, and it costs less than \$20 for an online visit. To learn more, go to livehealthonline.com.
- **Go to any urgent care center.** For a list of urgent 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 urgent care center that is not in the GNP service area, please get 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 GNP urgent 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 LiveHealthOnline mobile app from the App Store® or Google Play™.

What if I need access to medical care after the office has closed?

For a condition needing prompt attention, you can go to one of the urgent care centers.

If you need medical attention after the urgent care centers close, call your GNP primary care doctor's office for 24-hour physician on-call advice, or 24/7 NurseLine at **800-700-0197**.

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.

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