

Thank you for choosing Edinger Medical Group (EMG) and the Vivity network of medical centers and hospitals

We'll be working together to make sure Vivity members receive quality care, without surprises.

Vivity gives you access to healthcare from some of the top primary care physicians (PCPs), specialists, and hospitals right where you live, throughout Los Angeles and Orange counties.

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 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 EMG doctors and help with any concerns you may have. Our Patient Services Department is available at **714-965-2500** Monday through Friday, 8:30 a.m. to 5 p.m., or at [edingermedicalgroup.com](https://www.edingermedicalgroup.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 EMG office listed on your Vivity ID card. EMG is an open network, meaning you can see any of our PCPs in any office. If there are no appointments available at a specific office, the appointment scheduler will help you find another office with available appointments, or you may visit any one of our network urgent care centers.

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 EMG network. These specialists include allergists; dermatologists; OB-GYNs; and ear, nose, and throat (ENT) doctors. For all other specialist 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 (such as X-rays, MRIs, or CAT scans), 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 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, network urgent care centers are your best option. For a full list of urgent care locations and conditions, visit edingermedicalgroup.com.

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:

- **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 outside the EMG 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.

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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