

Welcome to Torrance Memorial IPA, your physician network

We are pleased that you have selected Torrance Memorial IPA as your physician network and Vivity as your health plan.

As a nonprofit multispecialty physician network and a division of Torrance Memorial Health, Torrance Memorial IPA has been serving the South Bay community for over 35 years. Our members have access to quality, personalized care from over 500 primary care and specialty doctors, as well as the nationally recognized Torrance Memorial Medical Center, a Cedars-Sinai affiliate. What this means to you is greater coordination and quality care.

At Torrance Memorial IPA, your good health is our priority. As our member, you will benefit from convenient access to a multispecialty network of doctors committed to medical excellence and compassionate, patient-centered care.

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

How do I schedule an appointment with my primary care physician (PCP)?

If you have already chosen your Torrance Memorial IPA PCP, you should receive a Vivity health plan ID card in the mail with your PCP's name and phone number included. Call that number to schedule an appointment.

Where do I go for laboratory services?

Torrance Memorial IPA is contracted with Torrance Memorial Lab. For a list of locations and office hours, call Torrance Memorial Lab at 310-257-5724 or visit torrancememorialipa.org/your-care.

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

Our referral process is unique, fast, and easy. If the specialty care you need is on the self-referral list, you can make the appointment yourself, without a referral from your PCP. The self-referral list includes, but is not limited to, allergists; dermatologists; OB-GYNs; and ear, nose, and throat (ENT) doctors. For details on other self-referral specialties, please visit torrancememorialipa.org/selfreferral or contact Torrance Memorial IPA Member Services at 866-568-4472 (TTY: 711). For other specialties, your PCP will help you get a referral.

Where do I go for radiology services?

This depends on the type of radiology service requested by your doctor:

- **For imaging services:** Torrance Memorial Polak Imaging Pavilion
- **For MRI services:** Torrance Memorial Radiology
- **For mammograms:** Torrance Memorial Breast Diagnostic Center

Your PCP can tell you which facility to use for what's needed. If you need further assistance, call Torrance Memorial IPA Member Services at 866-568-4472 (TTY: 711).

What if I need urgent care or care after hours?

If you are experiencing a life-threatening emergency, call 911 or go to your nearest emergency room. For issues that are not life-threatening, always call your PCP first. If you can't reach your doctor, please go to one of our preferred urgent care facilities below:

Torrance Memorial urgent care locations:

Torrance

2900 Lomita Blvd.
Torrance, CA 90505

310-784-3740

Hours:

Mon–Fri,
9 a.m. to 8 p.m.

Weekends and
major holidays:

8 a.m. to 6 p.m.

Manhattan Beach

855 Manhattan
Beach Blvd.,
Suite 101
Manhattan Beach,
CA 90266

310-939-7873

Hours:

Mon–Fri,
4 p.m. to 9 p.m.

Weekends and
major holidays:

8 a.m. to 5 p.m.

El Segundo

2110 E. El
Segundo Blvd.,
Suite 100
El Segundo,
CA 90245

310-517-7010

Hours:

Mon–Fri,
9 a.m. to 8 p.m.

Weekends:

8 a.m. to 6 p.m.

If you need urgent care and are out of the area (more than 30 miles away), 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 affiliated with Vivity medical groups or certain hospitals in the Vivity network, please log in to your Mobile Health Consumer account or app. If you go to an urgent care center outside the Torrance Memorial IPA 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 Torrance Memorial IPA urgent care center is located 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™.

What if I want to change my PCP?

To select from a list of PCPs contracted with Torrance Memorial IPA, visit [TorranceMemorialIPA.org/doctors](https://torrancememorialipa.org/doctors). If you need further assistance, you can always call Torrance Memorial IPA Member Services at 866-568-4472 (TTY: 711).

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

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

How do I access the member privacy policy and practices information?

Please visit torrancememorialipa.org/privacy-policy-and-practices.

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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