

# PIH Health is pleased to be your health and wellness partner

Caring for our community and putting our patients first is our top priority. When you select a PIH Health doctor, you can feel confident that you'll receive personal attention from a caregiver who knows and cares about you and your family. The most important responsibility you have as a new patient is to establish a relationship with your new primary care physician (PCP). They will be responsible for managing your care, so please call your PCP's office to schedule an appointment as soon as possible, and be sure to tell the office that you are a new Vivity member.

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

## How do I make an appointment with my PCP?

You will need to schedule an appointment through your PCP's office. Online appointment scheduling is available at [pihhealth.org /appointments](https://www.pihhealth.org/appointments). When you arrive for your appointment, the receptionist will ask to see your Vivity health plan ID card and will collect a copy. If you have moved or have new contact information, please be sure to tell the receptionist. If you need to cancel or reschedule an appointment, please call your PCP's office as soon as possible.

## Where do I go for laboratory services?

For lab services, you can go to PIH Health Downey Hospital, PIH Health Good Samaritan Hospital, or PIH Health Whittier Hospital.

## Where do I go for imaging services?

For imaging services like an X-ray, mammogram, CT scan, or MRI, PIH Health has locations in Downey, Hacienda Heights, La Habra, Los Angeles, Montebello, Santa Fe Springs, and Whittier. To make an appointment, call **562-906-5572**.

## 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 network providers. As a Vivity member, you can self-refer (choose a specialist yourself) to four key specialties from the PIH Health 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 other specialty care while overseeing your health and keeping a file with all of your medical records.

## What if I need urgent or after-hours care?

If you are experiencing a life-threatening emergency, call 911 or go to your nearest emergency room. If you're feeling ill and can't wait until your PCP's regular office hours, we recommend going to one of the PIH Health urgent care centers. You can find a list of emergency rooms and urgent care centers on the back of this document or at [pihealth.org/ucc](http://pihealth.org/ucc). Types of conditions that may require urgent care include, but are not limited to, ear infections, colds and other respiratory problems, abdominal pain, vomiting, diarrhea, back pain, sprains, and strains. Patients are seen on a walk-in basis, with no appointment necessary. If you go to an urgent care center, you'll be responsible for the appropriate copays.

## PIH Health emergency rooms:

PIH Health  
Downey Hospital  
11500 Brookshire Ave.  
Downey, CA 90241  
562-904-5000

PIH Health Good  
Samaritan Hospital  
1225 Wilshire Blvd.  
Los Angeles, CA 90017  
213-977-2121

PIH Health  
Whittier Hospital  
12401 Washington Blvd.  
Whittier, CA 90602  
562-698-0811

## PIH Health urgent care center locations:

**Urgent Care Center – Downey**  
12214 Lakewood Blvd., #110  
Downey, CA 90242  
**562-904-4430**

**Urgent Care Center –  
Hacienda Heights**  
1850 S. Azusa Ave., #88  
Hacienda Heights, CA 91745  
**626-225-4900**

**Urgent Care Center – La Habra**  
1400 S. Harbor Blvd.  
La Habra, CA 90631  
**562-789-5950**

**Urgent Care Center –  
Montebello**  
2205 W. Beverly Blvd.  
Montebello, CA 90640  
**562-967-2780**

**Urgent Care Center –  
Santa Fe Springs**  
12400 Bloomfield Ave.  
Santa Fe Springs, CA 90670  
**562-967-2830**

**Urgent Care Center – Westlake**  
2200 West Third St., #120  
Los Angeles, CA 90057  
**213-202-7170**

**Urgent Care Center – Whittier**  
15733 Whittier Blvd.  
Whittier, CA 90603  
**562-947-7754**

**Coming soon!**  
**Urgent Care Center – Wilshire**  
PIH Health Good  
Samaritan Hospital  
1245 Wilshire Blvd.  
Los Angeles, CA 90017

Open daily from 10 a.m. to 8 p.m., including holidays.

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), find 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, video-visit access to doctors, board-certified psychiatrists, or licensed therapists from your mobile device or computer with a camera.<sup>12</sup> 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](https://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](https://vivityhealth.com). If you go to an urgent care center outside the PIH Health urgent care 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 the PIH Health urgent care location is before you need care. Also, take the time now to sign up at [livehealthonline.com](https://livehealthonline.com) or download the LiveHealth Online mobile app from the App Store® or Google Play™.

## How can I access virtual care through my medical group?

Patients can access virtual care if they are enrolled in the PIH Health patient portal, powered by FollowMyHealth. Visit [pihhealth.org/portal](https://pihhealth.org/portal) to enroll.

## Do you have an online system or website that I can access from home?

PIH Health has a public website at [pihhealth.org](https://pihhealth.org) with information about our healthcare services, medical offices, and hospitals. We also have a patient portal to give you access to your medical records, including test and lab results. You can also schedule appointments, renew medications, and communicate with your doctor's office through the site's secure online messaging. Visit [pihhealth.org/portal](https://pihhealth.org/portal) to enroll.

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

Our complimentary Physician Information and Referral Service can help you find a highly skilled PIH Health doctor to meet your medical needs. Call **562-789-5982** or visit **[pihhealth.org](http://pihhealth.org)** and choose **Find a Doctor** for timely, trustworthy, and accurate information 24 hours a day. On the site, you can find information about each doctor's education, training, and office location.

## 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)**. The number is also printed on your ID card. Let us know who you want as your PCP and we'll take it from there.

- 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.

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