

Welcome to Emanate Health IPA, your physician network

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

We are a group of physicians committed to providing you with quality, compassionate healthcare. The Emanate Health independent physician association (IPA) is a physician network serving the San Gabriel Valley's vibrant community.

The Emanate Health IPA is made up of more than 200 physicians, including primary care doctors and specialists. Together, we have hundreds of years of medical expertise to provide the best treatment possible.

By selecting an IPA-affiliated care provider, you have direct access to all the Emanate Health hospitals and services. That means we can easily provide lab work, radiology treatments, imaging, and many other programs without sending you far from home.

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 Emanate Health 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?

You can receive lab services at Emanate Health Foothill Presbyterian Hospital, Intercommunity Hospital, or Queen of the Valley Hospital.

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

The referring physician will need to submit a preapproval request to Emanate Health IPA.

Where do I go for radiology services?

You can receive radiology services at Emanate Health Foothill Presbyterian Hospital, Intercommunity Hospital, or Queen of the Valley Hospital.

Your PCP can tell you which facility to use for what's needed. If you need further assistance, call Emanate IPA Member Services at **626-858-8577**.

What if I want to change my PCP?

To select from a list of PCPs contracted with Emanate Health IPA, visit emanatehealth.org/find-a-doctor. If you need help, you can always call Emanate Health IPA Member Services at **626-858-8577**.

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.

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:

SmartClinic Urgent Care

2707 E. Valley Blvd., Suite 116
West Covina, CA 91792

626-581-1000

Hours:

Mon–Fri, 4 p.m. to 9 p.m.
Sat and Sun, 9 a.m. to 9 p.m.
Closed: New Year's Day,
Thanksgiving, and Christmas

La Verne Medical Urgent Care

1234 Foothill Blvd.
La Verne, CA 91750

909-971-4808

Hours:

Mon–Fri 4 p.m. to 10 p.m.
Sat and Sun, 10 a.m. to 6 p.m.
Open on all holidays

MEDCove Urgent Care

20540 E. Arrow Highway,
Suite B
Covina, CA 91724

626-364-3245

Hours:

Mon–Fri, 4 p.m. to 9 p.m.
Sat and Sun, 9 a.m. to 9 p.m.
Open on all holidays,
9 a.m. to 3 p.m.

Adult & Pediatric After Hours Care

1135 S. Sunset Ave., Suite 401
West Covina, CA 91790

626-732-8391

Hours:

Mon–Thurs, 5 p.m. to 8 p.m.
Sat, 8 a.m. to noon
Closed on New Year's Day,
Thanksgiving, and Christmas

Integrative Urgent Care

148 N. Grand Ave.
Glendora, CA 91741

626-594-0478

Hours:

Mon–Fri, 4 p.m. to 8 p.m.
Sat and Sun, 9 a.m. to 5 p.m.
Closed on New Year's Day,
Thanksgiving, and Christmas

If you need urgent care and you are out of area (more than 30 miles away), you can:

- **Use LiveHealth Online.** LiveHealth Online gives you 24/7 video visit access to 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 the **SydneySM Health** app. If you go to an urgent care center outside the Emanate Health 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 you find where your preferred Emanate Health IPA urgent care center is located before you need care. You should also sign up at livehealthonline.com or download the LiveHealth Online app from the App Store® or Google Play™.

How do I access the member Privacy Policy and Practices information?

Please visit emanatehealth.org/notice-of-privacy-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.

Sydney Health is offered through an arrangement with Caredon Digital Platforms, a separate company offering mobile application services on behalf of your health plan.

Anthem Blue Cross is the trade name of Blue Cross of California. Independent licensee of the Blue Cross Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.