

Welcome to Cedars-Sinai Medical Network, your partners in good health

At Cedars-Sinai Medical Network, your good health is our priority. We view ourselves as your partner, here to support you in your wellness and preventive care efforts, as well as to treat and care for you when you're sick or hurt.

Our goal is to provide you with high-quality medical care, excellent customer service and a strong mix of programs and services. Our physicians, health care professionals and support staff are all focused on serving you.

As our patient, you will benefit from convenient access to a multi-specialty network of physicians, physician assistants and nurse practitioners. You'll also experience a seamless coordination of your care between all of these providers. While each physician manages particular aspects of your care, they all work closely together as your care team to deliver specific services uniquely designed to meet your personal health needs.

If you need to be hospitalized, you are covered for care at Cedars-Sinai Medical Center, consistently recognized as one of the finest hospitals in the country.

For your convenience, here are some frequently asked questions and answers to help you get started with your new Vivity health plan

How do I schedule an appointment?

If you have already chosen your Cedars-Sinai primary care physician (PCP), you should receive a Vivity member ID card in the mail with your physician's name and phone number on it. You just need to call that number to schedule an appointment.

If you have not selected a PCP or if you called your physician's office and can't be seen as soon as you would like, please contact our Patient Services department at **1-800-700-6424**, Monday through Friday, 8 a.m. to 5:30 p.m.

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

Your Vivity health plan works like an 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 Cedars-Sinai Medical Network. These specialists include allergists, dermatologists, obstetricians/gynecologists and ear, nose and throat doctors. For all other specialty referrals, your PCP is your central contact and will help coordinate access to specialty care while overseeing your health.

Where do I go for laboratory services?

Because Cedars-Sinai Medical Network physicians are contracted with Quest Diagnostics (Quest), you will need to use a Quest lab. You can contact Quest at **1-800-377-8448** or visit questdiagnostics.com for a list of their locations.

Where do I go for imaging services, like an X-ray, mammogram, CT scan or MRI?

For imaging services, you can go to the Cedars-Sinai S. Mark Taper Foundation Imaging Center, which offers a full range of imaging services for adults and children. Whether it's your first mammogram or an unanticipated screening, the center's physicians and staff are prepared to make the experience as easy as possible. This imaging center offers valet parking, flexible scheduling and a warm environment to deliver the gold standard in care.

For more information, please contact your PCP. If you have a referral from your physician for imaging services and want to schedule an appointment, please call **1-310-423-8000**.

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.

If you are feeling ill, contact your PCP first, no matter what time of day. Cedars-Sinai physicians are available 24 hours a day, 7 days a week. Depending on your condition and/or time of day, you may be referred to another Cedars-Sinai physician, Cedars-Sinai urgent care center or the emergency room.

Cedars-Sinai's urgent care centers are designed to help meet your unexpected medical needs when your PCP is not available. If you have a non-life-threatening illness that needs immediate medical attention, our urgent care centers offer same-day appointments and extended hours seven days a week for adults and children.

Cedars-Sinai has two urgent care locations:

- 8501 Wilshire Blvd., Suite 150, Beverly Hills, CA 90211
- 10100 Culver Blvd., Culver City, CA 90232

Hours at both locations are:

- Weekdays: Noon to 9 p.m.
- Weekends: 9 a.m. to 6 p.m.

If you are more than 15 miles or 30 minutes away from your primary care doctor or medical group and need urgent care (care that can't wait until you get back to make an appointment with your primary care doctor), 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 video-visit access to board-certified physicians using a mobile device or a computer with a webcam. No appointment is necessary, and it costs the same as your normal copay. 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 visit vivityhealth.com. If you need to go to an urgent care center outside the Cedars-Sinai 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 the location of your preferred Cedars-Sinai urgent care as soon as possible, 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™.

Do you have an electronic medical record system I can access from home?

Yes. Through My CS-Link™, Cedars-Sinai is making it easier for patients to make appointments, renew prescriptions, and review test results and other medical information. This secure online tool allows you to take a more active role in managing your health by connecting you to your personal health information and your physician's office from the privacy of your home, at any time, day or night. There's even an app, so you can communicate on the go. Talk with a member of your care team to sign up.

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 will give you information about Cedars-Sinai physicians and help with any problems you may have. Our Patient Services Department is available at **1-800-700-6424**, Monday through Friday, 8 a.m. to 5:30 p.m.

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

You can call our Vivity Hotline at **1-844-4-VIVITY (1-844-484-8489)**. The number is also printed on your member ID card. Let us know who you want as your new PCP and we'll take it from there.



* In an emergency, call 911 or get care at the nearest emergency care facility.

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