

Welcome to MemorialCare Medical Group, your partners in good health

Thank you for choosing MemorialCare Medical Group (MCMG) and the Vivity network of medical centers and hospitals who are working together to make sure Vivity members receive exceptional care, without surprises.

Our mission is to improve the health and well-being of individuals, families and our communities and to be the trusted choice for high value, compassionate health care in our communities.

Exceptional People. Extraordinary Care. Every Time.

Vivity gives you access to health care from some of the top primary care doctors, specialists and hospitals right where you live, throughout Los Angeles and Orange counties. After all, our goal is your goal: health care on your terms.

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 make an appointment with my primary care physician (PCP)?

You may schedule an appointment with your PCP by calling your MCMG office listed on your Vivity member ID card. MCMG 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 is able to assist you in finding 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 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 MCMG network. These specialists include allergists, dermatologists, OB/GYNs 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 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 there is a need for laboratory or imaging services, he or she will refer you to the most appropriate facility within network. You may also call Quest Diagnostics at **1-800-377-8448** 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, it is best to first call your PCP, whose practice can usually accommodate a same-day appointment. When it is not life threatening and you need to see a physician outside of office hours, MCMG urgent care centers are your best option. For a full list of urgent care locations and conditions, visit memorialcare.org or call **1-866-276-3627**, Monday-Friday, 8:30 a.m. to 5 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 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, please visit vivityhealth.com. If you need to get urgent care outside the MCMG service area, please get copies of all tests taken and contact your PCP as soon as possible to determine the best course of care.

We recommend that you find out where your preferred MCMG urgent care location is 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™.

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 MCMG physicians, and help with any problems you may have. Our Patient Services department is available at **1-866-276-3627**, Monday through Friday, 8 a.m. to 5:30 p.m.

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

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 to select as your new PCP and we'll take it from there.

