

Welcome to UCLA Health, your partner in good health

Our physicians and staff would like to welcome you to UCLA Medical Group, the physician group for UCLA Health. Our goal is to provide you the finest in primary and specialty care, through the very latest approaches to prevention, diagnosis and treatment along with exemplary service and quality.

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

What if I want to change my primary care physician (PCP)? How do I find another one?

Your PCP plays a central role in the delivery of your medical services. To find a PCP located in your area, go to uclahealth.org/primarycare. Select a primary care office and read about the doctors who provide care at that location. All of our doctors have provided information about their education, specialties and more. Some even have videos you can watch. If you want to look up a specific doctor, but don't know where he or she practices, you can type in the doctor's name in the search box at the top right of the page. For assistance with selecting a PCP, please call **1-310-302-1300** or **1-877-302-8252**.

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

You can call the Vivacity 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.

How do I schedule an appointment with my PCP?

If you have already chosen your UCLA PCP, you should receive a Vivacity Member ID card that has your PCP's name and phone number on it. You can make an appointment by calling the UCLA doctor's office directly.

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

To schedule an appointment with most specialists, you'll need a referral from your PCP. However, you can select your own specialist and self-refer for the following four specialties: allergists, dermatologists, OB\GYNs and ear, nose and throat doctors. Make sure that any specialist you choose is a UCLA Medical Group doctor.

Where do I go for laboratory services?

Go to uclahealth.org, select **Locations** on the main navigation across the top, and select **Clinical Labs** for a list of accepted locations.

Where do I go for radiology services?

Go to uclahealth.org, select **Locations** on the main navigation across the top, and select **Imaging/Radiology Locations** for a list of offices that provide radiology services.

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's best to first call your PCP, whose practice can usually accommodate a same-day appointment. You can get the contact information for UCLA primary care offices at uclahealth.org/primarycare. When it's not life threatening and you need to see a doctor outside office hours, UCLA's urgent care centers are your best option. For a full list of urgent care locations and conditions, **go to uclahealth.org/urgentcare**.

If you're more than 15 miles or 30 minutes 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), get 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 access to video visits with board-certified medical doctors, psychiatrists or licensed therapists from your computer (with a web camera), tablet or smartphone.* 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**.
- **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**. If you do go to an urgent care center outside the UCLA 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 UCLA 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™.

Can I access my own medical records?

You can access portions of your health information, manage appointments, ask nonurgent medical questions and request prescription refills through our secure member website called **myUCLAhealth.org**. You can sign up after visiting your PCP.



* Appointments subject to availability of a therapist.

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