

Welcome to PIH Health

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). He or she 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 some frequently asked questions and answers to help you get started with your new Vivity health plan

How do I schedule an appointment?

You will need to schedule an appointment through your PCP's office. When doing so, please let the doctor's office know of any language or translation help you may need. When you arrive for your appointment, the receptionist will ask to see your Vivity Member ID card and will collect a copay. 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.

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

Your Vivity health plan works like an 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. For these referrals for specialty care, please contact your PCP.

Where do I go for laboratory services?

For lab services, please go to any **Quest Diagnostics** location.

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, Montebello, Santa Fe Springs and Whittier. To make an appointment, call **1-562-906-5572**.

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 these centers on the back of this document or at **PIHHealth.org/UCC**. Types of conditions that may require urgent care include, but are not limited to, are 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 urgent care locations:

- **PIH Health Urgent Care Center - Whittier**
15733 E. Whittier Blvd., Whittier, CA 90603
1-562-947-7754
- **PIH Health Urgent Care Center - Hacienda Heights**
1850 S. Azusa Ave. #88 Hacienda Heights, CA 91745
1-626-225-4900
- **PIH Health Urgent Care Center - Santa Fe Springs**
12400 Bloomfield Ave. Santa Fe Springs, CA 90670
1-562-967-2830

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

If you are 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 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 or download the LiveHealth Online mobile app from the App Store® or Google Play™.

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

Many PIH Health offices offer **My PIH Health**, a personal member website that you can access from any computer, smartphone or tablet. You can sign up for **My PIH Health** at PIHHealth.org. This secure portal will give you access to your medical records including test and lab results. You can also schedule appointments, renew medications and communicate with your doctors through the site's secure online messaging.

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 **1-562-789-5982** or visit PIHHealth.org and choose **Find a Doctor** for timely, trustworthy and accurate information 24 hours a day. The site will give you information about each doctor's education, training, office location and more.

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 PCP and we'll take it from there.



* Appointments subject to availability of a therapist.

LiveHealth Online is the trade name of Health Management Corporation, a separate company, providing telehealth services on behalf of Anthem Blue Cross and Blue Shield.

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. The Blue Cross name and symbol are registered marks of the Blue Cross Association.