

Welcome to Good Samaritan Hospital and the Good Samaritan Medical Practice Association!

We are pleased that you chose us to be your health care provider. Our goal is to provide you with high-quality care and excellent service.

When you joined Vivity, you chose a primary care physician (PCP) with the Good Samaritan Medical Practice Association (GSMPA) that's affiliated with Good Samaritan Hospital. When you chose your PCP, you not only chose a doctor, but an entire network of doctors and specialists who will be responsible for your care. We look forward to meeting you soon.

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 with my PCP?

If you have already chosen a PCP and received your Vivity Member ID card, your PCP's phone number is on it. Call the PCP's phone number to schedule an appointment.

What if I want to change my PCP?

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

How do I get a referral to a specialist?

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 GSMPA 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 services?

You may call Quest Diagnostics at **1-800-377-8448** or visit the Quest Diagnostics website at **questdiagnostics.com** for a list of their locations.

Where do I go for radiology services?

Each facility may offer different services. If you need radiology services, you will need a referral from your PCP, who will direct you to the facility that offers that particular service. Remember that GSMPA members do not need a referral for their mammogram visit.

Renaissance Imaging Center
1-213-867-3270

United Medical Imaging (UMI)
1-213-223-5000 (Los Angeles)
1-323-262-1814 (East Los Angeles)

What if I need urgent care or care after hours?

If you have a life-threatening emergency, call 911 or go to your nearest emergency room.

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.

When it's not life threatening and you need to see a doctor outside of office hours, these GSMPA urgent care centers are your best option:

Reliant Urgent Care

LAX

5901 W. Century Blvd.
Los Angeles, CA 90045
Phone: **1-310-215-6020**
Fax: 1-310-491-7077

Hours of operation:
24 hours/7 days a week

Huntington Park

5900 Pacific Blvd.
Huntington Park, CA 90255
Phone: **1-310-491-7080**
Fax: 1-310-491-7081

Hours of operation:
Everyday 8 a.m.-10 p.m.

Downtown LA

814 Francisco St.
Los Angeles, CA 90017
Phone: **1-310-491-7070**
Fax: 1-310-491-7071

Hours of operation:
Everyday 8 a.m. – 10 p.m.
(workers' compensation
24 hours/7 days a week)

Montebello

2300 Beverly Blvd.
Montebello, CA 90640
Phone: **1-626-467-0202**
Fax: 1-626-623-7265

Hours of operation:
Mon to Fri 8 a.m. – 11 p.m.
Sat 8 a.m. – 5 p.m.
Sun 9 a.m. – 5 p.m.

Healthcare Partners Urgent Care

Los Angeles

929 S. Georgia St.
Los Angeles, CA
Phone: **1-213-861-5950**

Hours of operation:
24 hours/7 days a week

Montebello

2603 Via Campo
Montebello, CA
Phone: **1-323-720-1144**

Hours of operation:
Mon – Fri 8 a.m. – 9:45 p.m.
Sat – Sun 8 a.m. – 4:45 p.m.
Holidays 8 a.m. – 4:45 p.m.

Pasadena

401 S. Fair Oaks Ave.
Pasadena, CA
Phone: **1-626-795-2244**

Hours of operation:
24 hours/7 days a week

Monterey Park Medical Center Urgent Care

941 S. Atlantic Blvd., Suite 101
Monterey Park, CA
Phone: **1-626-458-8401**

Hours of operation:
Mon – Fri 9 a.m. – 6 p.m.
Sat – Sun 9 a.m. – 6 p.m.

ProActive Urgent Care

132 S. Beaudry Ave.
Los Angeles, CA
Phone: **1-213-977-9300**

Hours of operation:
Mon – Fri 8 a.m. – 8 p.m.
Sat – Sun 8 a.m. – 5 p.m.
Holidays as posted
Accepting patients 18 yrs and up

Other options for quick care are:

- **LiveHealth Online** for 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, please go to livehealthonline.com.
- **Urgent care centers** affiliated with Vivity medical groups or certain hospitals in the Vivity network listed at vivityhealth.com. If you do go to an urgent care center outside the GSMPA service area, please get copies of all tests taken and give them to your PCP as soon as possible to decide the best course of care.

We recommend that you find your preferred GSMPA urgent care location as soon as possible, before you need care. Also, take the time now to sign up at livehealthonline.com or download the LiveHealth Online app from the App Store® or Google Play™.



* 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.