

# Welcome to PIH Health Good Samaritan Hospital and the Korean American Medical Group (KAMG)

We are pleased that you have chosen us to be your healthcare provider. Our goal is to deliver high-quality care and excellent service.

When you joined Vivify, you chose a primary care physician (PCP) with KAMG, a PIH Health Good Samaritan Hospital affiliate. When you selected your PCP, you gained access to an entire network of doctors and specialists who will be responsible for your care. We look forward to meeting you soon.

For your convenience, here are frequently asked questions and answers to help you start using your new Vivify health plan:

## How do I make an appointment with my PCP?

Since you have already chosen a PCP and received your Vivify member ID card, you'll see that your PCP's phone number is printed on it. Call the number to schedule an appointment with your PCP.

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

Your Vivify health plan works like an HMO, which means for your care to be covered, you will have to use network providers. As a Vivify member, you can self-refer (choose a specialist yourself) to four key specialties from the KAMG network. These include allergists, dermatologists, OB/GYNs, and ear, nose, and throat doctors. For all other 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.

### Where do I go for laboratory services?

Korean American Medical Group is contracted with **Quest Diagnostics**. Please Call **Quest Diagnostics** at **1-866-697-8378** or speak to your PCP to obtain a Lab Request.

### Where do I go for radiology procedures?

Radiology services, such as X-rays and MRIs, must be ordered by your PCP and authorized by KAMG. Services will be authorized to your medical group contracted provider. For details or a list of contracted radiology service locations, contact your PCP.

### What if I want to change my PCP?

You can call our Vivity Hotline at **844-4-VIVITY (844-484-8489)**. The number is also printed on your ID card. Let us know who you want to select as your new PCP and we'll make the necessary changes.

### What if I need urgent or after-hours care?

If you're experiencing a true emergency, call 911 or go to your nearest emergency room. For urgent, nonemergency health issues during business hours, please call your PCP. For urgent issues after hours, please go to one of our preferred urgent care facilities listed below:

#### **Urgent Care Center – Downey**

12214 Lakewood Blvd. #110  
Downey, CA 90242  
562-904-4430

#### **Urgent Care Center – Montebello**

2205 W. Beverly Blvd.  
Montebello, CA 90640  
562-967-2780

#### **Urgent Care Center – Hacienda Heights**

1850 S. Azusa Ave. #88  
Hacienda Heights, CA 91745  
626-225-4900

#### **Urgent Care Center – Santa Fe Springs**

12400 Bloomfield Ave.  
Santa Fe Springs, CA 90670  
562-967-2830

#### **Urgent Care Center – La Habra**

1400 S. Harbor Blvd.  
La Habra, CA 90631  
562-789-5950

#### **Urgent Care Center - Westlake**

2200 West 3rd Street #120  
Los Angeles, CA 90057  
213-202-7170

### **Urgent Care Center – Whittier**

15733 Whittier Blvd.

Whittier, CA 90603

562-947-7754

### **Coming soon!**

### **Urgent Care Center – Wilshire**

PIH Health Good Samaritan Hospital

1245 Wilshire Blvd.

Los Angeles, CA 90017

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 doctors using a phone or a computer with a camera. No appointment is necessary, and it costs less than \$20 for an online visit. To learn more, visit [livehealthonline.com](https://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](https://vivityhealth.com). If you do go to an urgent care center, please obtain 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 take the time now to sign up at [livehealthonline.com](https://livehealthonline.com) or download the LiveHealth Online mobile app from the App Store® or Google Play™.

\*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.

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