



Welcome to Optum Care Network – Central LA

We are pleased that you chose us to be your healthcare 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 Optum Care Network – Central LA. 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. Please visit your member login page at www.vivityhealth.com/members for more information.

Here are frequently asked questions and answers to help you start 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. If you have not chosen a PCP, you can call our Vivity Hotline at **844-4-VIVITY (844-484-8489)** to choose a new PCP.

Where do I go for laboratory services?

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

What if I need to see a specialist? How do I receive 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 Optum Care Network Central LA. These specialists 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 imaging services, like an X-ray, mammogram, CT scan, or MRI?

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 Optum Care Network Central LA members do not need a referral for their mammogram visit.

Renaissance Imaging Center

323-375-3950

United Medical Imaging (UMI)

213-223-5000 (Los Angeles)

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 have an appointment with your PCP), get the medical care you need right away. If you do go to an urgent care center outside the Optum Care Network Central LA service area, please request copies of all tests taken and give them to your PCP as soon as possible to decide the best course of care.

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

Optum Urgent Cares

Los Angeles

1120 W. Washington Blvd.

Los Angeles, CA 90015

Phone: **213-623-2225**

Hours of operation:

8 a.m. to 8 p.m. / 7 days a week

Montebello

2603 Via Campo

Montebello, CA

Phone: **323-720-1144**

Hours of operation:

Monday to Friday: 8 a.m. to 9:45 p.m.

Saturday to Sunday: 8 a.m. to 4:45

p.m. Holidays: 8 a.m. to 4:45 p.m.

Monterey Park Medical Center Urgent Care

941 S. Atlantic Blvd., Suite 101

Monterey Park, CA

Phone: **626-458-8401**

Hours of operation:

Monday to Friday: 9 a.m. to 6 p.m.

Saturday to Sunday: 9 a.m. to 6 p.m.

ProActive Urgent Care

132 S. Beaudry Ave.

Los Angeles, CA

Phone: **213-977-9300**

Hours of operation:

Monday to Friday: 8 a.m. to 8 p.m.

Saturday to Sunday: 8 a.m. to 5 p.m.

Holidays: As posted

Accepting patients 18 years and older.

Reliant Urgent Care

LAX

5901 W. Century Blvd.

Los Angeles, CA 90045

Phone: **310-215-6020**

Fax: **310-491-7077**

Hours of operation:

24 hours/7 days a week

Huntington Park

5900 Pacific Blvd.

Huntington Park, CA 90255

Phone: **310-491-7080**

Fax: **310-491-7081**

Hours of operation:

Everyday 8 a.m. to 10 p.m

Downtown Los Angeles

814 Francisco St.

Los Angeles, CA 90017

Phone: **310-491-7070**

Fax: **310-491-7071**

Hours of operation:

Everyday 8 a.m. to 10 p.m.

(workers' compensation

24 hours/7 days a week)

Pasadena

401 S. Fair Oaks Ave.

Pasadena, CA

Phone: **626-795-2244**

Hours of operation:

24 hours/7 days a week

Montebello

2300 Beverly Blvd.

Montebello, CA 90640

Phone: **626-467-0202**

Fax: **626-623-7265**

Hours of operation:

Monday to Friday: 8 a.m. to 11 p.m.

Saturday: 8 a.m. to 5 p.m.

Sunday: 9 a.m. to 5 p.m.

How can I access virtual care through my Medical Group?

LiveHealth Online offers 24/7 access to virtual visits. No appointment is necessary. To learn more, please go to livehealthonline.com.

What are my virtual care options?

LiveHealth Online for 24/7 access to video visits with board-certified medical doctors, psychiatrists, or licensed therapists from your computer with a 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.

Can I access my medical records online?

Please log in to anthem.com/ca to access your medical records, learn about benefits, billing, payments, claims, manage your prescriptions and to live chat with a knowledgeable representative.

What if I want to change my PCP? How do I find another one?

Please contact Anthem at **1-844-4-VIVITY** or visit www.anthem.com/ca to choose a new PCP.

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 new 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.