



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 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 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 health plan ID card, your PCP's phone number is on it. Call that number to schedule an appointment. If you haven't chosen a PCP, you can call our Vivity Concierge at **844-4-VIVITY (844-484-8489)** to choose a new one.

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 health maintenance organization (HMO), which means for your care to be covered, you will have to use providers in your plan's network. 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 (ENT) 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: 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 30 miles 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 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 care centers

Los Angeles

1120 W. Washington Blvd.
Los Angeles, CA 90015
213-623-2225

Hours of operation:
Every day, 8 a.m. to 8 p.m.

Montebello

2603 Via Campo
Montebello, CA 90640
323-720-1144

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

Pasadena

401 S. Fair Oaks Ave.
Pasadena, CA 91105
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 91754
626-458-8401

Hours of operation:
Every day, 9 a.m. to 6 p.m.

ProActive Urgent Care

132 S. Beaudry Ave.
Los Angeles, CA 90012
213-977-9300

Hours of operation:
Mon to Fri: 8 a.m. to 8 p.m.
Sat to Sun: 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
310-215-6020

Hours of operation:
24 hours/7 days a week

Huntington Park

5900 Pacific Blvd.
Huntington Park, CA 90255
310-491-7080

Hours of operation:
Every day, 8 a.m. to 10 p.m.

Downtown Los Angeles

814 Francisco St.
Los Angeles, CA 90017
310-491-7070

Hours of operation:
Every day, 8 a.m. to 10 p.m.
(workers' compensation
24 hours/7 days a week)

Montebello

2300 Beverly Blvd.
Montebello, CA 90640
626-467-0202

Hours of operation:
Mon to Fri: 8 a.m. to 11 p.m.
Sat: 8 a.m. to 5 p.m.
Sun: 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 medical doctors, board-certified psychiatrists, or licensed therapists from your mobile device or a computer with a camera.¹² 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 844-4-VIVITY or visit 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 Concierge at 844-4-VIVITY (844-484-8489). The number is also printed on your ID card. Let us know who you want as your new PCP and we'll take it from there.

1 Appointments subject to availability. Prescriptions determined to be a “controlled substance” (as defined by the Controlled Substances Act under federal law) cannot be prescribed using LiveHealth Online. Psychiatrists on LiveHealth Online will not offer counseling or talk therapy.

2 Appointments subject to availability of a therapist. Online counseling is not appropriate for all kinds of problems. If you are in crisis or having suicidal thoughts, it’s important that you seek help immediately. Please text, chat, or call 988 (Suicide and Crisis Lifeline), or 911 for help. If your matter is an emergency, call 911 or go to your nearest emergency room. LiveHealth Online does not offer emergency services.

In addition to using a telehealth service, you can receive in-person or virtual care from your own doctor or another healthcare provider in your plan’s network. If you receive care from a doctor or healthcare provider not in your plan’s network, your share of the costs may be higher. You also may receive a bill for any charges not covered by your health plan.

LiveHealth Online is offered through an arrangement with Amwell, a separate company, providing telehealth services on behalf of your health plan. Virtual text and video visits powered by K Health.

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.