

## Welcome to Optum

Optum cares for 2 million patients in California, and is committed to providing healthcare that's more personalized, more compassionate, and more convenient — at a cost to fit your budget. As a patient-centered organization, Optum is dedicated to helping make the health system work better for everyone. Optum doctors and care teams work together to offer patients the care they need — when and where they need it.

Optum has built a network of doctors that provide the best in quality care and access to Vivity members.

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

### **How do I schedule an appointment with my primary care physician (PCP)?**

Appointments can be scheduled by calling your PCP's office. Your PCP's name and phone number are on your Vivity health plan ID card.

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

To schedule an appointment with most specialists, you'll need a referral from your PCP. You can choose your own specialist and self-refer for these four specialists: allergists; dermatologists; OB-GYNs; and ear, nose and throat (ENT) doctors. Make sure that any specialist you choose is an Optum care provider.

## Where do I go for laboratory services?

Optum contracts with Labcorp, which has many locations throughout the San Gabriel Valley. Your PCP or specialist can provide you with a referral and lab locations.

## Where do I go for radiology procedures?

Optum contracts with many radiology facilities, which are used for tests like X-rays, mammograms, and MRIs. Your PCP or specialist can refer you to the appropriate facility for your care needs.

## 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.

Urgent care centers treat non-life-threatening medical needs such as minor cuts (where bleeding is controlled), earaches, skin rashes, sprains, colds, coughs, sore throat, most fevers, abdominal pain, broken bones, painful urination, and mild shortness of breath.

Optum has urgent care locations in Covina, Pasadena, Glendora, and throughout Los Angeles and Orange County — many with extended hours and open seven days a week. If you go to an Optum urgent care clinic, your copay (your part of the costs) will be the same as the copay for seeing your PCP. Optum is also contracted with many independent urgent care facilities. For a full list of Optum urgent care locations, visit [optum.com/california](https://www.optum.com/california) or call the Optum Patient Support Center at 800-403-4160, TTY 711.

If you are more than 30 miles 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:

- **Use LiveHealth Online.** LiveHealth Online gives you 24/7 access to video visits with doctors using a mobile device or a computer with a camera. No appointment is necessary, and it costs less than \$20 for an online visit. To learn more, go to [livehealthonline.com](https://www.livehealthonline.com).

- **Go to any urgent care center.** For a list of centers affiliated with Vivity medical groups or certain hospitals in the Vivity network, go to [vivityhealth.com](https://www.vivityhealth.com). If you go to an urgent care center outside the Optum 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 out where your preferred Optum urgent care location is as soon as possible, before you need care. Also, 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™.

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

You can go to [optum.com/california](https://optum.com/california) to find available doctors. If you already know the PCP you want, you can call our Vivity Concierge at **844-4-VIVITY (844-484-8489)**. The number is also on your ID card. Let us know who you want to choose as your new PCP and we'll make the necessary changes.

## Do you have an electronic medical record system that I can access from home?

**Yes**, many Optum PCPs and specialists have online access to medical records. Optum also provides an Online Patient Portal for members where you may be able to:

- See your lab test results.
- Make appointments with your care providers.
- Ask for medication refills.
- Send a secure message to your doctor's office.

Check with your PCP for more information.

Optum does not discriminate on the basis of race, color, national origin, sex, age, or disability in health programs and activities.

We provide free services to help you communicate with us, such as letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call 800-403-4160, TTY 711.

ATENCIÓN: Si habla español (Spanish), hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al 800-403-4160 TTY 711.

**請注意：如果您說中文 (Chinese)，我們免費為您提供語言協助服務。**

**請致電：800-403-4160, TTY 711.**

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.

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