

Welcome to Cedars-Sinai, your partners in good health.

At Cedars-Sinai, your good health is our priority. We view ourselves as your partner, here to support you in your wellness and preventive care efforts, and to treat you when you need care.

Our goal is to provide you with quality medical care, excellent customer service, and a strong mix of programs and services. As a member, you will benefit from convenient access to a multispecialty network of doctors, physician assistants, and practitioners for a seamless coordination of your care. While each doctor manages particular aspects of your care, they all work closely together as your care team to deliver specific services uniquely designed to meet your personal health needs.

We will work with you to keep your care local. If you need to be hospitalized, you are covered for care at Cedars-Sinai Medical Center, Cedars-Sinai Marina del Rey Hospital, and Providence Cedars-Sinai Tarzana Medical Center.

Here are frequently asked questions and answers to help you start your new Vivity health plan:

How do I schedule an appointment?

If you have already chosen your Cedars-Sinai primary care physician (PCP), you should receive a Vivity health plan ID card in the mail with your PCP's name and phone number on it. Call that number to schedule an appointment.

If you have not selected a PCP or if you called your PCP's office and can't be seen as soon as you would like, please contact our Patient Services department at **800-700-6424**, Monday through Friday, 8 a.m. to 5:30 p.m.

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

Your Vivity health plan works like a health maintenance organization (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 participating specialist yourself) to four key specialties from Cedars-Sinai. 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.

Where do I go for laboratory services?

Because Cedars-Sinai doctors are contracted with Quest Diagnostics (Quest), you will need to use a Quest lab. You can contact Quest at **800-377-8448** or visit **questdiagnostics.com** for a list of their locations.

Where do I go for imaging services, like an X-ray, mammogram, CT scan, or MRI?

For imaging services, you can go to the Cedars-Sinai S. Mark Taper Foundation Imaging Center, which offers a full range of imaging services for adults and children. This imaging center offers valet parking, flexible scheduling, and a warm environment to deliver the gold standard in care.

If your Cedars-Sinai physicians are not near Cedars-Sinai Medical Center, we have a number of contracted imaging centers throughout our network. Just ask your physician for a closer alternative.

For more information, please contact your PCP. If you have a referral from your PCP for imaging services and want to schedule an appointment, please call the imaging center at **310-423-8000**.

What if I need urgent care or care after hours?

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

If you're not feeling well, contact your PCP first, no matter what time of day. Cedars-Sinai doctors are available 24 hours a day, seven days a week. Depending on your condition and time of day, you may be referred to another Cedars-Sinai doctor, a Cedars-Sinai urgent care center, or the emergency room.

Cedars-Sinai's urgent care centers are designed to help meet your unexpected medical needs when your PCP is not available. Our urgent care centers offer same-day appointments and extended hours seven days a week for adults and children.

You can also:

- **Use LiveHealth Online.** LiveHealth Online gives you 24/7 access to video visits with medical doctors, psychiatrists, or licensed therapists from your smartphone, tablet, or computer with a camera. Spanish-speaking doctors are available by appointment seven days a week using Cuidado Médico on LiveHealth Online. No appointment is necessary, and it costs the same as your normal copay. To learn more, go to livehealthonline.com.
- **Video Visit Now.** Cedars-Sinai's mobile app, which is available for Apple® and Android devices, provides on-demand virtual visits with a healthcare provider by video chat for nonurgent healthcare issues.
- **Go to any urgent care center.** For a list of urgent care centers affiliated with Vivity medical groups or certain hospitals in the Vivity network, please visit vivityhealth.com. If you need to go to an urgent care center outside the Cedars-Sinai service area, please get 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 find out the location of your preferred Cedars-Sinai urgent care as soon as possible, before you need care. Also, take the time now to sign up at livehealthonline.com or download the LiveHealth Online mobile app from the App Store® or Google Play™.

Cedars-Sinai has four urgent care locations:

- 8767 Wilshire Blvd., Second Floor, Beverly Hills, CA 90211;
310-248-7000
- 10100 Culver Blvd., Culver City, CA 90232; **310-423-3333**
- 1922 Hillhurst Ave., Second Floor, Los Angeles, CA 90027;
424-314-5200
- 12746 W. Jefferson Blvd., Second Floor, Playa Vista, CA 90094;
424-315-2220

Hours at these locations are:

- Weekdays: Noon to 9 p.m.
- Weekends: 9 a.m. to 6 p.m.

Please see below for additional urgent care centers available to Vivity members:

Mend Urgent Care

4312 Woodman Ave., #102
Sherman Oaks, CA 91423

PM Pediatric Urgent Care

18555 Ventura Blvd., Suite B
Tarzana, CA 91356

Mend Urgent Care

4849 Van Nuys Blvd., #100
Sherman Oaks, CA 91403

VIP Urgent Care

18751 Ventura Blvd., #100
Tarzana, CA 91356

Mend Urgent Care

1701 W. Verdugo Ave.
Burbank, CA 91506

If you are more than 30 miles away from your PCP or medical group and need urgent care, find the medical care you need right away. You must call us within 48 hours if you are admitted to a hospital.

Can I access my medical records online?

Yes. Through My CS-Link™, Cedars-Sinai is making it easier for patients to make appointments, renew prescriptions, and review test results and other medical information. This secure online tool allows you to take a more active role in managing your health by connecting you to your personal health information and your doctor's office from the privacy of your home, at any time, day or night. There's also an app for mobile communication. Talk with a member of your care team to sign up or visit the My CS-Link website at cedars-sinai.org/mycslink.html.

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

We want you to have the PCP who is right for you. Our Patient Services representatives will give you information about Cedars-Sinai doctors and help with any problems you may have. Cedars-Sinai's Patient Services Department is available at **800-700-6424**, Monday through Friday, 8 a.m. to 5:30 p.m.

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.

LiveHealth Online is offered through an arrangement with Amwell, a separate company, providing telehealth services on behalf of your health plan.

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