

Welcome to PIH Health Good Samaritan Hospital and Seoul Medical Group (SMG)

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

When you joined Vivify, you chose a primary care physician (PCP) with SMG, 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 health plan 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 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 specialist yourself) to four key specialties from the SMG network. 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 laboratory services?

Seoul Medical Group is contracted with **Quest Diagnostics**. Please call **Quest Diagnostics** at **866-697-8378** or speak to your PCP to receive 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 SMG. 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 Concierge 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 locations

Urgent Care Center – Downey

12214 Lakewood Blvd.

Downey, CA 90242

562-904-4430

Urgent Care Center –

Hacienda Heights

1850 S. Azusa Ave., #88

Hacienda Heights, CA 91745

626-225-4900

Urgent Care Center – La Habra

1400 S. Harbor Blvd.

La Habra, CA 90631

562-789-5950

Urgent Care Center –

Montebello

2205 W. Beverly Blvd.

Montebello, CA 90640

562-967-2780

Urgent Care Center –

Santa Fe Springs

12400 Bloomfield Ave.

Santa Fe Springs, CA 90670

562-967-2830

Urgent Care Center – Westlake

2200 W. Third St., #120

Los Angeles, CA 90057

213-202-7170

Urgent Care Center – Whittier

15733 Whittier Blvd.

Whittier, CA 90603

562-947-7754

Urgent Care Center – Wilshire

1245 Wilshire Blvd.

Los Angeles, CA 90017

Open daily from 10 a.m. to 8 p.m., including holidays.

For added convenience, you can go to any participating urgent care/ immediate care site in the Vivity network, regardless of your medical group's urgent care site when you're in-area. You can view the expanded list of participating urgent care sites at [vivityhealth.com](https://www.vivityhealth.com). 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 also:

- **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, visit 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. If you go to an urgent care center, 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 take the time now to sign up at livehealthonline.com or download the LiveHealth Online mobile app from the App Store® or Google Play™.

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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