



A world-class health plan for Southern California

Healthcare should be simple, affordable, and high quality.
Vivity delivers on that. See what it can do for you.

Vivity[®]



Coming together for the health of our communities

Vivity was formed when Anthem and top-ranked health systems in Southern California came together to **change the way healthcare was delivered**.

With a **focus on what members need** to take care of their health, Vivity brings access to highly ranked doctors and hospitals that work together, sharing information and best practices. This enables them to provide **consistently excellent care**.

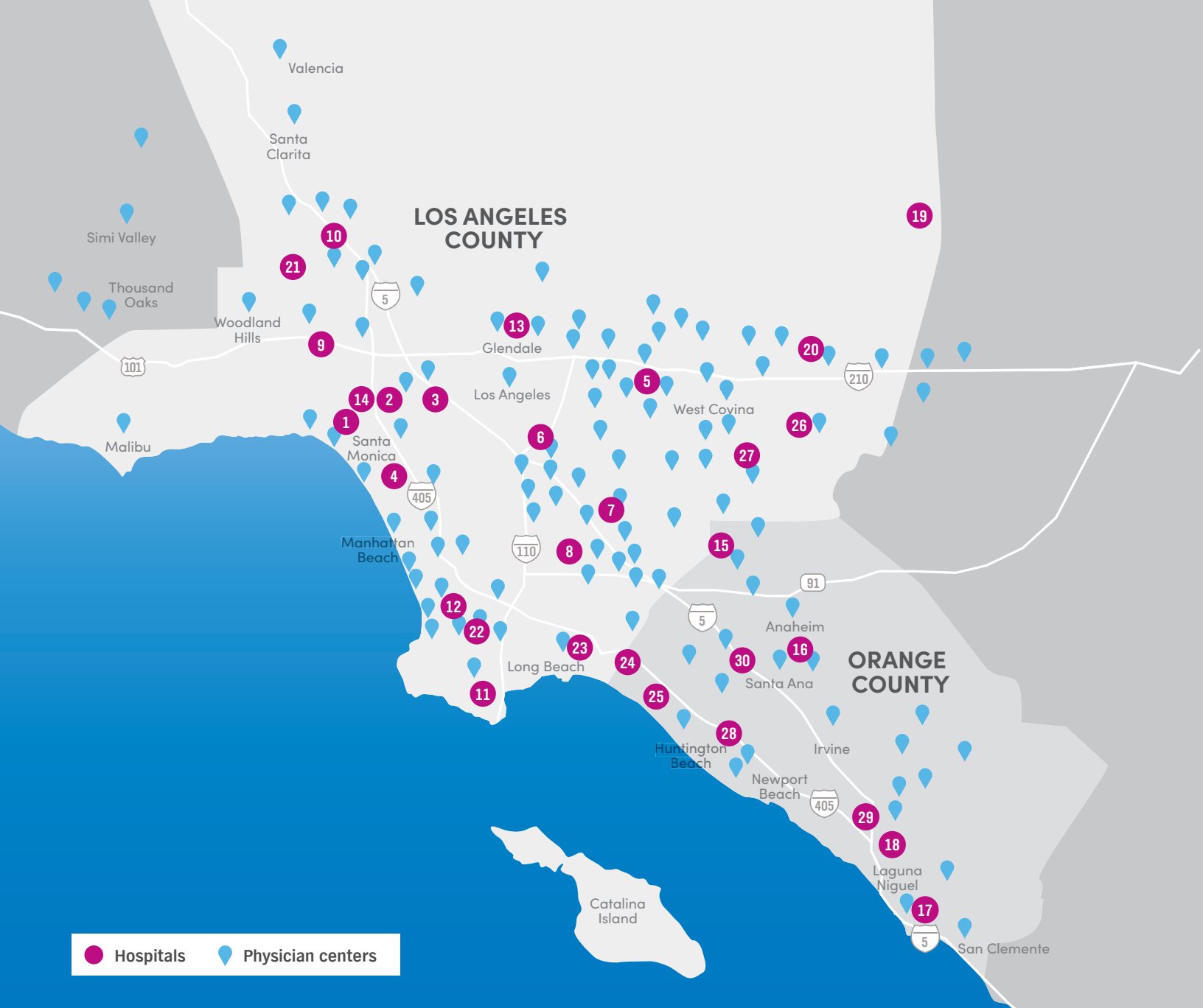
The Vivity network includes several top-ranked, award-winning health systems: Cedars-Sinai, Huntington Hospital, MemorialCare Health System, PIH Health, Providence, Torrance Memorial Medical Center, and UCLA Health.¹

With **multiple medical centers, urgent care facilities, and hospitals across Los Angeles and Orange counties**, you can find care close to where you live and work.

Vivity offers world-class care, a member-first experience to ensure the best quality healthcare at an affordable cost, and collaboration across the doctors in the health plan.

Health systems in the Vivity network





● Hospitals ● Physician centers

- 1 Santa Monica UCLA Medical Center and Orthopaedic Hospital
- 2 Ronald Reagan UCLA Medical Center (includes Mattel Children's Hospital)
- 3 Cedars-Sinai Medical Center
- 4 Cedars-Sinai Marina del Rey Hospital
- 5 Huntington Memorial Hospital
- 6 Good Samaritan Hospital (LA)
- 7 PIH Health Hospital – Whittier (formerly Presbyterian Intercommunity Hospital)
- 8 PIH Health Hospital – Downey (formerly Downey Regional Medical Center)
- 9 Providence Cedars-Sinai Tarzana Medical Center
- 10 Providence Holy Cross Medical Center
- 11 Providence Little Company of Mary Medical Center – San Pedro

- 12 Providence Little Company of Mary Medical Center – Torrance
- 13 Providence Saint Joseph Medical Center
- 14 Saint John's Health Center
- 15 St. Jude Medical Center
- 16 St. Joseph Hospital Orange
- 17 Mission Hospital Laguna Beach
- 18 Mission Hospital Regional Medical Center
- 19 St. Mary Medical Center Apple Valley
- 20 Foothill Presbyterian Hospital
- 21 Northridge Hospital Medical Center
- 22 Torrance Memorial Medical Center
- 23 Long Beach Memorial Medical Center
- 24 Miller Children's & Women's Hospital

- 25 Community Hospital Long Beach
- 26 Citrus Valley Medical Center Inter-Community
- 27 Citrus Valley Medical Center Queen of the Valley
- 28 Orange Coast Memorial Medical Center
- 29 Saddleback Memorial Medical Center – Laguna Hills
- 30 UCI Medical Center*

For a full list of doctors and medical groups/independent practice associations (IPAs) in the network, please visit vivityhealth.com/hospital-system.

*Only available for in-patient specialty care with a referral from the member's doctor and prior authorization.



A member-first experience

Our focus is on our members and what they need — as healthcare should be. The doctors, medical centers, and hospitals in the Vivity network work hard to ensure you receive the best quality healthcare at an affordable cost.

Choosing quality care

When people are more involved in their health, it leads to better outcomes.² With Vivity, **you choose your primary care physician (PCP)** to serve as your main doctor and handle services like annual exams and preventive care. Your PCP will be part of a medical group or an independent practice association (IPA):

- A medical group is a team of doctors who have come together as partners. They usually share one office or building and work together to care for patients. You can often fill prescription medicines and have lab tests, X-rays, and other services in the same building.
- An IPA is a group of independent doctors in the network. They have their own offices and see different patients but have joined together to create an IPA.

Removing restrictions

While you have your choice for primary care, you are also **not restricted to a particular medical group**. To make the healthcare journey simpler, Vivity allows you to ask your PCP for a referral to any specialty in the network — and also go directly to certain specialists without preapprovals. Removing the need for preapprovals for certain specialty care saves you time, puts you in control of who you see, and helps ensure you receive the care you need.³

There are **three ways to see a specialist**:

- Through *Direct Access*, you can refer yourself to dermatologists; ear, nose, and throat doctors; OB-GYNs; and allergists in your medical group. You do not need a referral from your PCP.⁴
- With *Speedy Referral*, your doctor can refer you to certain types of specialists without preapproval:
 - Allergist — care for allergies
 - Cardiology — heart health
 - Dermatology — skin care
 - Ear, nose, and throat (ENT) — care for head and neck
 - Endocrinology — gland health
 - Gastroenterology — stomach, intestines, digestion
 - Hematology — focus on blood
 - Neurology — brain and nerve health
 - Obstetrics/gynecology — pregnancy, women's health
- ★ **Unique to Vivity**, *Expanded Choice* offers more choice and access to doctors by letting you request care from a specialist in a different health system in your plan. While traditional health maintenance organizations (HMOs) limit members to receiving care from a specific medical group, Vivity members have more freedom. When you want to see a specialist outside of your medical group, the PCP can refer you to one in another medical group within the network.

We can help you
find a doctor

You can search for doctors in the Vivity plan using our mobile app or by visiting vivityhealth.com.





You have even more options when you need care:

- ★ **Unique to Vivity**, *urgent care access* lets you go to any urgent care in the Vivity network. You will only have to pay your copay for care. You do not need to pay the full amount for care upfront.
- ★ **Unique to Vivity**, the *away-from-home access* benefit is available within the state of California. For example, if you live in Southern California but have college students in Northern California, they will be covered. This benefit is usually only available to out-of-state students.

Making access to care easier

A flat-fee system, called a copay, makes it easier to know your costs ahead of your visit.

Many network doctors offer **evening and weekend office hours** for your convenience. You can have **virtual visits with a PCP** by using each health system's telehealth option. For added convenience, you can also have **video visits with a doctor 24/7 through Sydney Health** for the same copay as an office visit. You can also access doctors, a therapist or psychiatrist through Sydney Health — by using a smartphone, tablet, or computer with a camera. The doctors can assess symptoms, provide a treatment plan, and send a prescription to a pharmacy, if needed.⁵ There are also Spanish-speaking doctors available.

Registered nurses are also available by phone for **support and answers to health questions, day or night**, through 24/7 NurseLine.

If you need prescription medicines, you can choose to pick them up at a pharmacy near you that's in your plan or have the drugs sent to you through our home delivery pharmacy.

On the **vivityhealth.com** website, you can choose your PCP, find a behavioral health specialist, see each health system's service areas, and access answers to common questions about each health system.

The Sydney Health mobile app connects you to your plan, your doctors, and your health data. The app includes features designed specifically for Vivity members, such as resources exclusive to your doctor and medical group practice and enhanced ways to search for care. You can view your health plan benefits, coverage details, and your digital ID card.

Sydney Health also allows you to call your doctor directly through the app, and search for directions to nearby urgent care centers in your health plan.

To help encourage you to be and stay your healthiest, we offer a variety of **wellness programs at no extra cost**, such as:

- *MyHealth Advantage*: confidential, personalized health reminders and tips mailed to you
- *ConditionCare*: special health support to manage diabetes, asthma, chronic obstructive pulmonary disease (COPD), or a heart condition
- *Future Moms*: a program to help with a healthy pregnancy and delivery

Enhanced member service

If you need assistance moving from your current health plan or need care before you receive your ID cards, a special team at Vivity can help.

After that, you will receive **support from a specially trained concierge team** that's available by phone. The Vivity Concierge helps you manage your plan and your health. The team can:

- Find doctors and specialists.
- Help with drug list questions and preapprovals.
- Answer questions about costs.
- Connect you to case management and condition care programs.

The Vivity Concierge is available at 833-938-3918, Monday to Friday, 8 a.m. to 8 p.m.



World-class care

Although based in Southern California, the health systems in Vivity's network are known globally for delivering world-class care.

You have access to **highly ranked hospitals, doctors, and specialists**.¹ Providing higher-quality care includes making the healthcare journey as easy as possible. Knowledgeable staff and useful online tools provide **simpler access to care**, whether that's in person or virtually.

The doctors and hospitals in the Vivity network use the latest technology to communicate with each other and coordinate care. When you need routine care, like annual physical exams or screenings, we make sure you receive them.

Each health system's **commitment to the communities they serve** goes beyond providing healthcare. These nonprofits care about, support, and invest in the communities they serve.



Collaboration

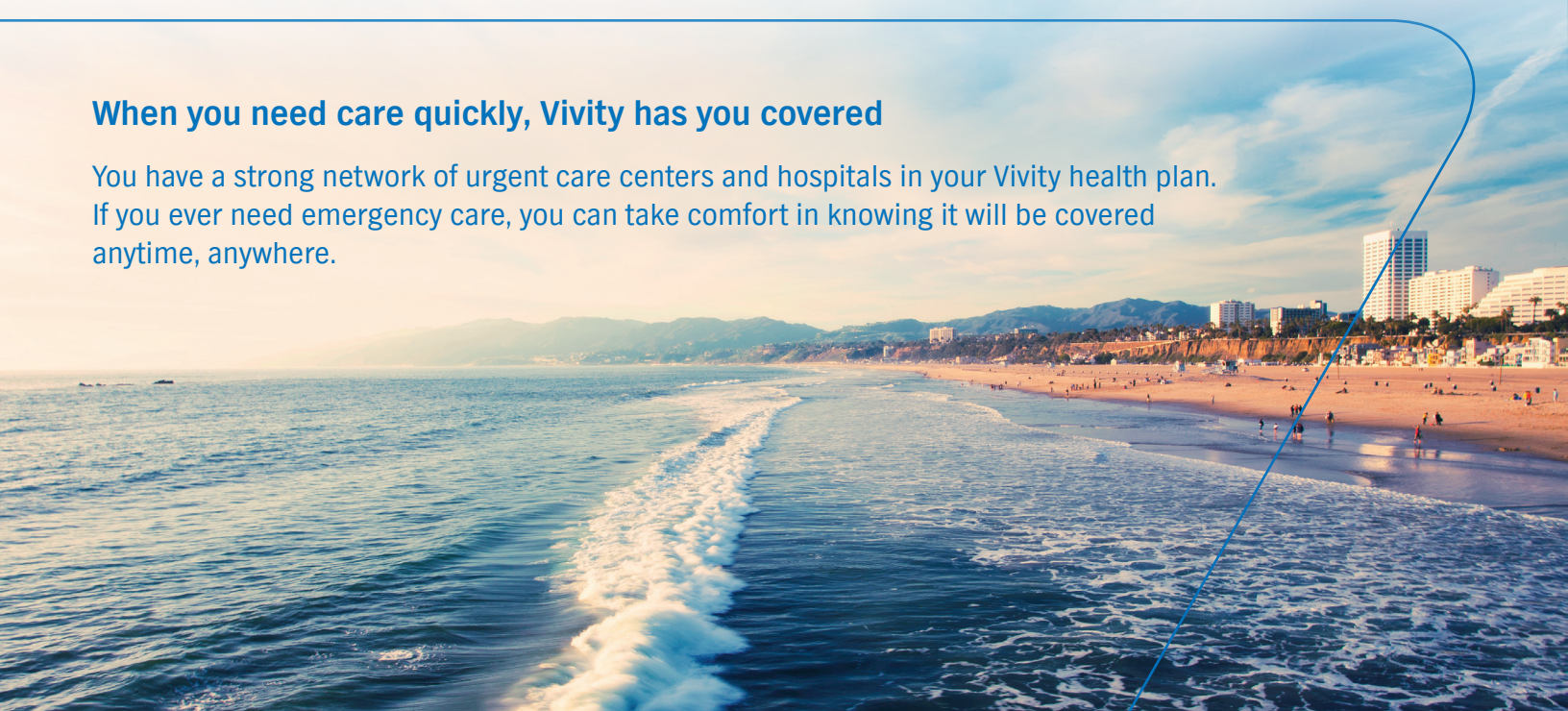
The doctors in Vivity's network work together, across the health systems in the network, to better understand each patient's healthcare needs. They make sure you receive the care you need, when it's needed.

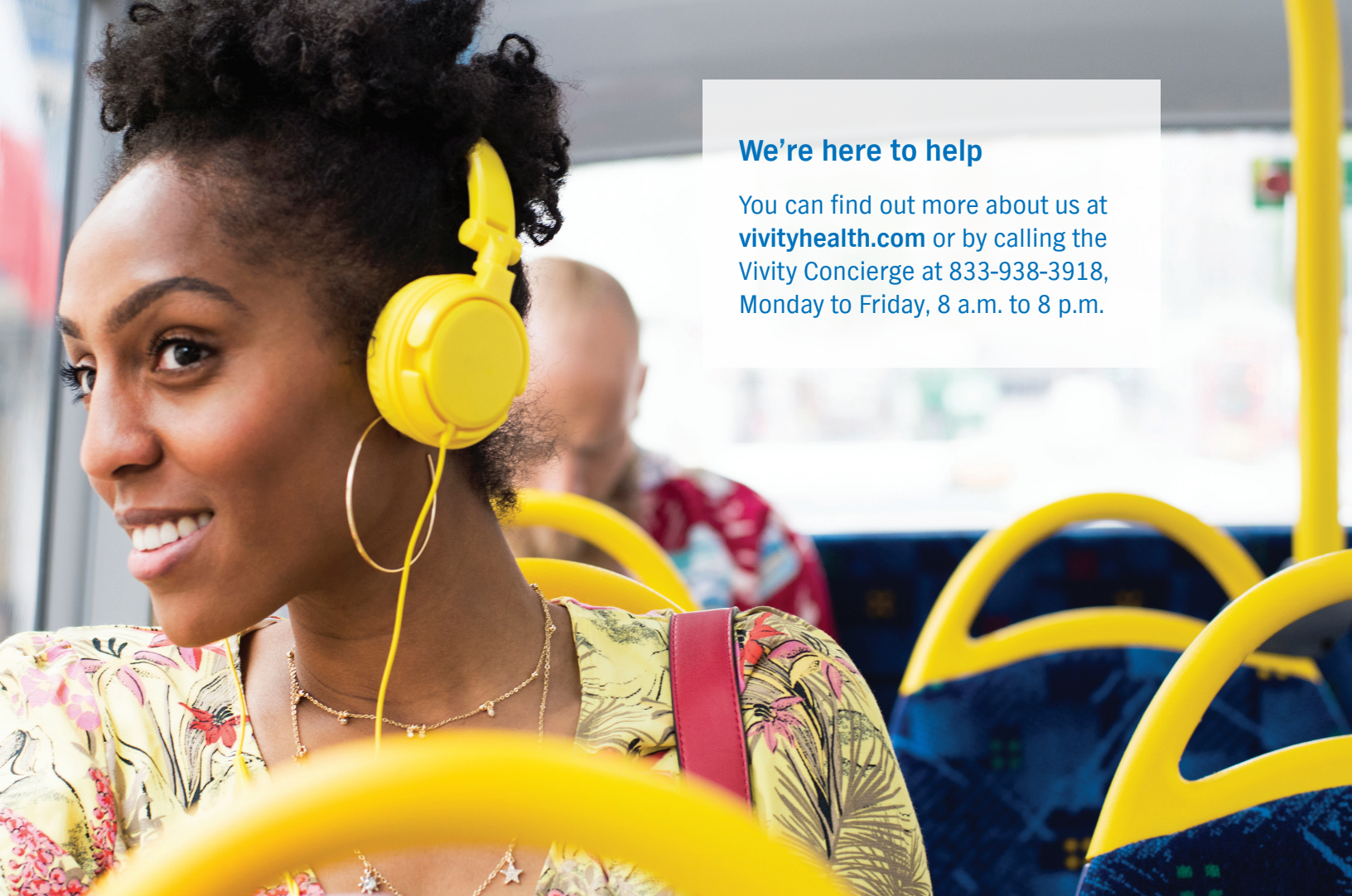
Teamwork is part of what makes Vivity unique. Doctors, nurses, and staff work together to make sure they understand your healthcare needs.

Anthem's digital tools allow secure sharing of health information across the network, providing a **more-complete picture** of your health. Doctors and other healthcare professionals across the network can also **share best practices** so they can give the best care possible.

When you need care quickly, Vivity has you covered

You have a strong network of urgent care centers and hospitals in your Vivity health plan. If you ever need emergency care, you can take comfort in knowing it will be covered anytime, anywhere.





We're here to help

You can find out more about us at [vivityhealth.com](https://www.vivityhealth.com) or by calling the Vivity Concierge at 833-938-3918, Monday to Friday, 8 a.m. to 8 p.m.

Why choose Vivity?

Other plans:

- ⊗ Have narrow networks that exclude the best doctors.
- ⊗ Offer limited covered services.
- ⊗ Require members to pay deductibles and coinsurance.

With Vivity, you:

- ☑ Choose from top-ranked doctors in your area.
- ☑ Receive coverage for preventive care, as well as more ways to receive care from specialists.
- ☑ Know your upfront costs (copays) before you see your doctor.

Want to know more?

Go to vivityhealth.com or call the
Vivity Concierge at 833-938-3918,
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vivityhealth.com

1 U.S. News & World Report: Best Regional Hospitals by State (accessed December 2020): health.usnews.com.
2 NEJM Catalyst: Patient Engagement Survey: Improved Engagement Leads to Better Outcomes, but Better Tools Are Needed (accessed December 2020): catalyst.nejm.org.
3 Subject to participation by member's chosen medical group.
4 Direct Access is not available in all medical groups.
5 Prescription availability is defined by physician judgment.

Appointments subject to the 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 call the National Suicide Prevention Lifeline, 800-273-TALK (800-273-8255), or 911 for help. If your issue 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 professional in your plan's network. If you receive care from a doctor or healthcare professional not in your plan's network, your share of the costs may be higher. You may also receive a bill for any charges not covered by your health plan.

Sydney Health is offered through an arrangement with Carelon Digital Platforms, a separate company offering mobile application services on behalf of your health plan. ©2020-2022

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