

## Welcome to Good Samaritan Hospital and the Korean American Medical Group (KAMG)!

We are pleased that you have chosen us to be your health care provider. Our goal is to provide you with high-quality care and excellent service.

When you joined Vivity, you chose a primary care physician (PCP) with KAMG who is affiliated with Good Samaritan Hospital. When you chose your PCP, you not only chose a doctor, but an entire network of physicians and specialists who will be responsible for your care. We look forward to meeting you soon.

## For your convenience, here are some frequently asked questions and answers to help you get started with your new Vivity health plan

### How do I schedule an appointment with my PCP?

Since you have already chosen a PCP and received your Vivity member 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.

### How do I get a referral to a specialist?

Your Vivity health plan works like an 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 KAMG network. 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 and keeping a file with all of your medical records. For these referrals for specialty care, please contact your PCP.

### Where do I go for laboratory services?

Laboratory services must be ordered by your PCP and authorized by KAMG and then will be authorized to your medical group contracted laboratory. For more details or a list of contracted laboratory locations, please contact your PCP.

### Where do I go for radiology procedures?

Radiology services, such as X-rays and MRIs, must be ordered by your PCP and authorized by KAMG. Services will be authorized to your medical group contracted provider. For more details or a list of contracted radiology service locations, please contact your PCP.

### What if I need urgent care or care after hours?

First and foremost, 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.

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:

- **Use LiveHealth Online.** LiveHealth Online gives you 24/7 video visit access to board-certified physicians using a mobile device or a computer with a webcam. No appointment is necessary, and it costs less than \$20 for an online visit. To learn more, please visit [livehealthonline.com](https://livehealthonline.com).
- **You can also 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](https://vivityhealth.com). If you do 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](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?

You can call our Vivity Hotline at **1-844-4-VIVITY (1-844-484-8489)**. The number is also printed on your ID card. Let us know who you want to select as your new PCP and we'll take it from there.

