

Welcome to Northridge Medical Group IPA/HCP

Since 1992, HealthCare Partners (HCP) has been committed to developing new ways to provide care that improve our patients' quality of life while keeping costs down. Huntington Hospital and HealthCare Partners (HCP) have built a network of doctors that provide the best in quality care and access to Vivity members.

Our physicians strive daily to bring the benefits of coordinated care to approximately 600,000 patients in California, who represent many types of cultures, socioeconomic groups, ages and health statuses in the communities we serve. And we're proud to say that HCP has been named a top-rated medical group for clinical quality for more than 10 years in a row by the nonprofit Integrated Healthcare Association (IHA). HealthCare Partners has also been named one of the best medical groups in Los Angeles County for two years in a row by *Consumer Reports*.

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 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 member ID card.

What if I need to see a specialist? How do I get 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 doctors. Make sure that any specialist you choose is a HCP provider.

Where do I go for laboratory services?

HCP contracts with LabCorp, which has many locations throughout the San Fernando Valley. Your PCP or specialist can provide you with a referral and lab locations.

Where do I go for radiology procedures?

HCP contracts with many radiology facilities, which are used for things like X-rays, mammograms, MRIs and more. 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.

HCP has urgent care locations in Northridge, Burbank, and Mission Hills in the local area and operates a number of other urgent care facilities throughout greater Los Angeles. Members who go to an HCP Urgent Care will have the same copay as if they were seeing their PCP. HCP is also contracted with many independent urgent care facilities. A list of these is available at healthcarepartners.com or you can call **HealthCare Partners Support Center at 1-800-403-4160**.

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, go to 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. If you do go to an urgent care center outside the HCP 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 HCP urgent care location is 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™.

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

You can go to healthcarepartners.com to find available physicians. If you already know the PCP you want, you can call our Vivity Hotline at **1-844-4-VIVITY (1-844-484-8489)**. The number is also on your member ID card. Let us know who you want to choose as your new PCP and we'll take it from there.

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

Yes. Many HCP PCPs and specialists have online access to medical records. Check with your PCP for more information. HCP also provides a Patient Online Portal (POP) for members where you can:

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

