

## Welcome to Torrance Health IPA, your partner in good health.

### Convenient access to quality care.

We are very pleased that you have selected Torrance Health IPA (THIPA) as your physician network and Vivity, from Anthem Blue Cross, as your health plan.

THIPA is a top-ranked multi-specialty physician network and a division of Torrance Memorial Health System, offering comprehensive, coordinated care through every stage of life. With locations throughout the greater South Bay area, we can offer you and your family the best possible care.

THIPA has been taking care of the South Bay for more than 30 years. Our members can choose from our network of more than 450 primary care and specialty doctors as well as the nationally recognized Torrance Memorial Medical Center.

## 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)?

If you have already chosen your THIPA PCP, you should receive a Vivity Member ID card in the mail with your PCP's name and phone number on it. You just need to call that number to schedule an appointment.

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

Our referral process is unique, fast and easy. If the special care you need is on the self-referral specialty list, you can make the appointment yourself without a referral from your PCP. The self-referral list includes, but is not limited to: allergists, dermatologists, OB/GYNs and ear, nose and throat doctors. For details on other self-referral specialties, please visit [thipa.org/selfreferral](http://thipa.org/selfreferral) or contact THIPA Member Services at **1-866-568-4472**. For other specialties, your PCP will help you get a referral.

### Where do I go for laboratory services?

THIPA is contracted with Quest Diagnostics. Call Quest Diagnostics at **1-866-697-8378** or visit [thipa.org/physiciandirectory](http://thipa.org/physiciandirectory) for a list of locations and office hours.

### Where do I go for radiology services?

This depends on the type of radiology service requested by your doctor:

- For imaging services: Torrance Memorial Polak Imaging Pavilion
- For MRI services: Torrance Memorial Radiology
- For mammograms: Torrance Memorial Breast Diagnostic Center

Your PCP can tell you which facility to use for what's needed. If you need further assistance, call THIPA Member Services at **1-866-568-4472**.

## 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.

For issues that are not life-threatening, always call your PCP first. When you call, you'll hear a message with an after-hours number and instructions to follow. If you can't reach your PCP, please go to one of our preferred urgent care facilities below:

- **Torrance Memorial Urgent Care: Torrance**  
22411 Hawthorne Blvd., Torrance, CA 90505  
Just south of Sepulveda in the Gable House Business Center  
**1-310-784-3740**  
Hours: Monday – Friday, 9 a.m. – 8 p.m.  
Weekends and major holidays: 8 a.m. – 6 p.m.
- **Torrance Memorial Urgent Care: Manhattan Beach**  
855 Manhattan Beach Blvd., Ste 101  
Manhattan Beach, CA 90266  
**1-310-939-7873**  
Hours: Monday – Friday, 4 p.m. – 9 p.m.  
Weekends and major holidays: 8 a.m. – 5 p.m.

If you are more than 15 miles or 30 minutes away from your PCP or medical group and need urgent care (care that can't wait until you get back to make an appointment with your PCP), 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 board-certified medical doctors, psychiatrists or licensed therapists from your computer (with a web camera), tablet or smartphone.\* Spanish-speaking doctors are available by appointment seven days a week using Cuidado Médico on LiveHealth Online. No appointment is necessary, and it costs less than \$20 for an online visit. To learn more go to [livehealthonline.com](https://livehealthonline.com).

- **Go to an 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 outside the THIPA 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 where your preferred THIPA urgent care center is as soon as possible, before you need care. Also, 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? How do I find another one?

To select from a list of PCPs contracted with THIPA, visit [thipa.org/doctors](https://thipa.org/doctors) or [thipa.org/physiciandirectory](https://thipa.org/physiciandirectory). If you need further assistance, you can always call THIPA Member Services at **1-866-568-4472**.

## What if I already know the PCP I want to change to?

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



\* Appointments subject to availability of a therapist.

LiveHealth Online is the trade name of Health Management Corporation, a separate company, providing telehealth services on behalf of Anthem Blue Cross and Blue Shield.

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