



Vivity<sup>®</sup>

## A better health care experience

Anthem Blue Cross has joined with seven of the top-ranked health systems in Southern California to bring you Vivity – a plan that puts the focus on you and your health

# Vivity is changing the way health care is delivered

Seven of the top-rated health systems in Southern California joined forces with Anthem Blue Cross in 2014 to bring you Vivity. You'll have your choice of some of the best doctors and hospitals in Los Angeles and Orange counties. And, you'll be surrounded by the services and tools you need to get and stay healthy. Vivity puts the focus on you and your well-being.

There's a lot more to tell you about Vivity – and we're excited to share it with you. So take a look inside and see for yourself why Vivity is the right choice for you and your family!

## Here's what the Vivity plan means to you:



### Access to top-ranked doctors, hospitals and health systems across Southern California

- Cedars-Sinai
- Good Samaritan Hospital
- Huntington Hospital
- MemorialCare Health System
- PIH Health
- Torrance Memorial Medical Center
- UCLA Health



### High-quality, affordable care

- You'll only have a copay
- Doctors are paid based on the quality of care they give you – not the number of patients they see



### Convenient ways to get the care you need

- Easy access to some of the best doctors in every member's neighborhood
- Wide range of locations throughout Los Angeles and Orange counties – some with several specialties and services in one location
- Convenient, flexible office hours at some locations
- Time-saving, online video visits with LiveHealth Online



### More ways to get special care

- Visit certain specialists without additional approvals
- Wider range of choices from top-ranked specialists in the Vivity network



### Tools to keep you connected around the clock

- Mobile Health Consumer app
- Vivityhealth.com
- 24/7 Nurseline
- LiveHealth Online



### Wellness programs to help you get and stay healthy

- Reminders and tips to stay healthy with MyHealth Advantage
- Special health support with ConditionCare
- Future Moms for a healthy pregnancy



### A special team to help make your move to Vivity seamless

- Vivity Concierge for help with transferring your care and medicines
- Call the Vivity Concierge at 1-844-VIVITY (1-844-484-8489) to answer your questions

# Vivity – a better health care experience

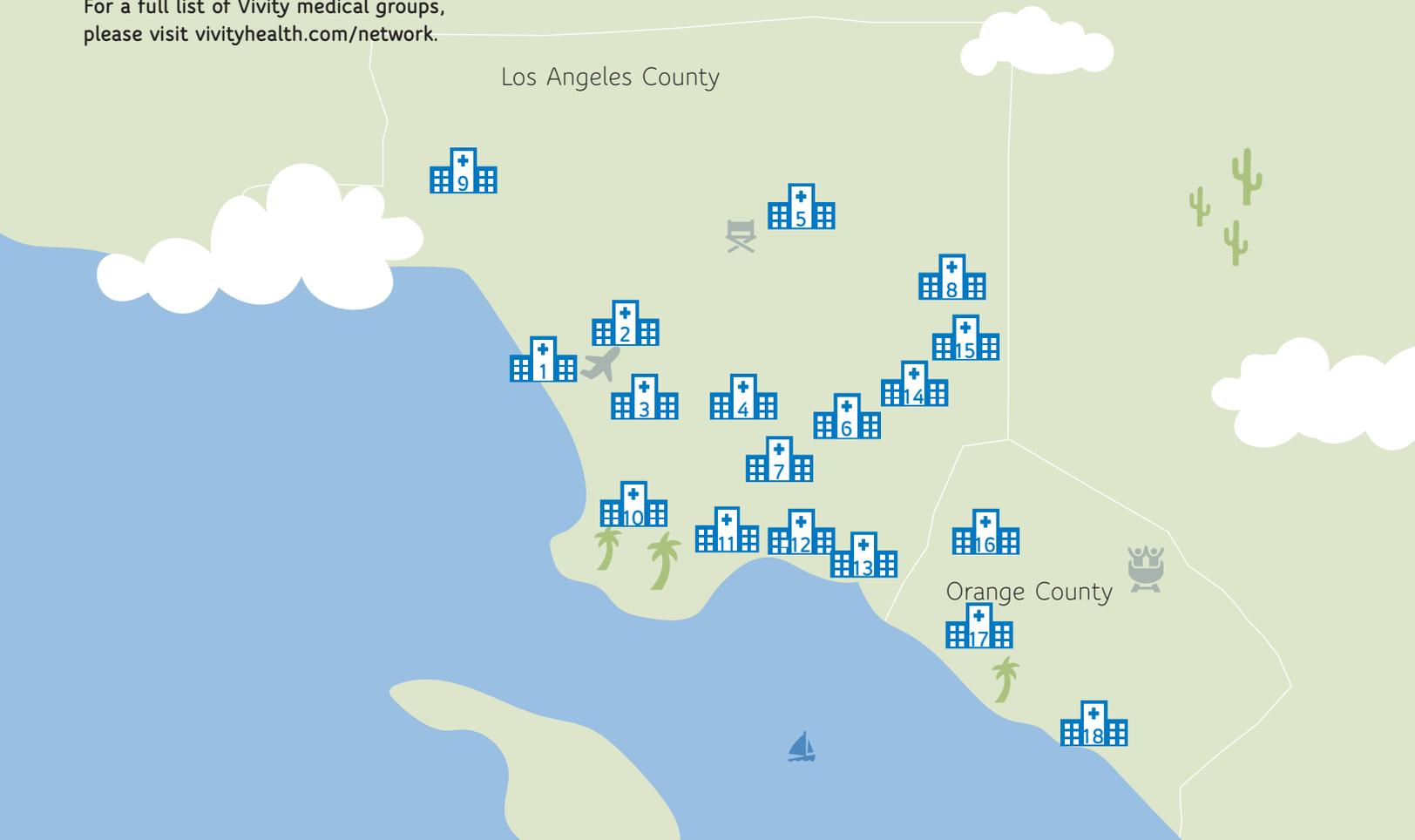
Vivity was created through the first partnership of its kind. Anthem and these seven health systems have all been around for decades. So what's new? Many health plans have moved away from a focus on health. Services are limited and cost of care is high for everyone. Vivity was created to change that trend. Vivity brings together the best doctors and hospitals as a team. And that team is focused on bringing you high-quality care at an affordable cost.

## Top-ranked doctors and hospitals

You'll be able to choose from the best doctors, hospitals and other health care providers in Los Angeles and Orange counties. All of these hospitals are in the Vivity network.

1. Santa Monica UCLA Medical Center and Orthopedic Hospital
2. Ronald Reagan UCLA Medical Center (includes Mattel Children's Hospital)
3. Cedars-Sinai Medical Center
4. Good Samaritan Hospital (Los Angeles)
5. Huntington Hospital
6. PIH Health Hospital – Whittier
7. PIH Health Hospital – Downey
8. Foothill Presbyterian Hospital
9. Northridge Hospital Medical Center
10. Torrance Memorial Medical Center
11. Long Beach Memorial Medical Center
12. Miller Children's and Women's Hospital
13. Community Hospital Long Beach
14. Citrus Valley Medical Center Intercommunity
15. Citrus Valley Medical Center Queen of the Valley
16. UC Irvine Medical Center
17. Orange Coast Memorial Medical Center
18. Saddleback Memorial Medical Center – Laguna Hills

For a full list of Vivity medical groups, please visit [vivityhealth.com/network](http://vivityhealth.com/network).



## High-quality, affordable care

Vivity is simple and affordable. When you get care, you pay a flat fee called a copay. The Vivity plan pays the rest. There are no deductibles or hidden costs. That's less money to spend out of your own pocket.

Our doctors are paid based on the quality of care they give you and your family. The bottom line is you'll get top-notch care at a reasonable cost.

## A more convenient way to get care



**Lots of choices for care.** Choose from top-rated doctors and health providers in your neighborhood. Get care at a place and time that's best for you - doctor's office, urgent care center or hospital. You can even visit a doctor from your home or office using **LiveHealth Online**.



**Many doctors have evening and weekend hours.** This makes it more convenient to set up appointments that fit your schedule.



**More options to get medicine.** You can pick up your prescription medicines at your local pharmacy or have them sent to your home using our home delivery pharmacy. It's your choice!

## A care team focused on your health and well-being

Vivity's team of doctors and hospitals work together to put your health first. You'll start by choosing a primary care physician (PCP) or medical group from the Vivity network. A PCP is your main doctor. They focus on your whole health - including regular checkups and preventive care. And, if you need special kinds of care, your PCP can refer you to a specialist.

Your PCP will be part of a medical group or an independent practice association (IPA). So what's the difference?



An **IPA** is a group of independent doctors who are included in the Vivity network. They are separate from one another, so they see different patients and have their own offices. When they join together, it's called an IPA or independent practice association. IPAs expand the Vivity network and offer you more options to see doctors in your community.



A **medical group** is a team of doctors who have come together as partners. They work together to care for patients and they usually share one office or building. And many times, you can get lab tests, prescription medicines, X-rays and other services in the same building.

It's a good idea to think about the differences between a medical group and IPA. Have questions? We can help you decide whether a medical group or IPA is a better fit for you. And, help you find a doctor, too. Just call the Vivity Concierge at 1-844-VIVITY (1-844-484-8489), Monday through Friday, 8 a.m. to 8 p.m.

### Want to find a doctor in the Vivity plan?

You can search for doctors in the Vivity plan using Vivity's Mobile Health app or by visiting [vivityhealth.com/join](https://www.vivityhealth.com/join).

## More ways to get special care

Vivity gives you more choices for special care when you need to see a specialist. Our goal is to be sure you have an easier, better experience to get the right care, when you need it. There are three ways to see a specialist:



### Direct Access

You can go directly (self-refer) to dermatologists; ear, nose and throat (ENT) doctors, OB/GYNs and allergists in your medical group, without a referral from your doctor. Direct Access is not available in all medical groups.



### Speedy Referral

Your doctor can give you a referral to certain kinds of specialists or services in your medical group without additional approval. They can include:

- 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 and digestive health
- Hematology – focus on blood
- Neurology – brain and nerve health
- Obstetrics/gynecology – pregnancy and women’s health
- Oncology – care for cancer
- Ophthalmology – focus on eyes
- Orthopedic surgery – muscle and bone health
- Podiatry – foot care
- Urology – kidney, bladder and urinary health
- General surgery
- Routine lab tests
- Routine X-rays



### Physician Directed Access

If you or your PCP think you need care from a specialist in another Vivity group, your PCP can refer you to that group. Vivity is the only HMO that uses this kind of in-network referral process.

This is one more way that Vivity is leading change in health care. You have more choices and better access to doctors and the care you need.

When you need care quickly, you don't have to worry

You have a **strong network of urgent care centers** and hospitals to choose from. Emergency care is covered anytime, anywhere.

## Tools that keep you connected around the clock



### Mobile Health Consumer app

The integrated Vivity world comes to life when you use the Mobile Health Consumer app. You'll have a wide range of tools to keep you connected to important health information 24/7. You can get your mobile ID card, connect with your care team, find urgent care – with directions, and much, much more.

You can use Mobile Health Consumer from your computer or mobile device:

- Go to [mobilehealthconsumer.com](http://mobilehealthconsumer.com) to register and access it from your computer.
- Go to the App Store® or Google Play™ to download the app to your mobile device.



### LiveHealth Online

When you can't get to the doctor's office, you can have a video visit with a doctor 24/7 using your smartphone, tablet or computer with a webcam. LiveHealth Online doctors can talk to you about your health, give you a diagnosis and even a prescription, if you need it.\* There's also LiveHealth Online Psychology! And, we have LiveHealth Online doctors who can talk to you in Spanish.

You'll have a simple copay when you visit a LiveHealth Online doctor. It's that simple – your busy schedule just got a little easier.

\*Prescription availability is defined by physician judgment and state regulations.



### 24/7 NurseLine

Talk to a registered nurse any time of the day or night to get answers to your health questions, understand your symptoms and find out how and where to get the care you need.

## Wellness programs to help you get healthy and stay healthy

Good health isn't just about going to the doctor. It's about what you do every day. That's why Vivity surrounds you with these health programs. They are included with your Vivity plan at no extra cost to you:



**MyHealth Advantage** helps keep you up to date on your preventive screenings and tests. We'll mail you confidential, personalized suggestions to help improve your health.



**ConditionCare** gives you or your family members special support to manage diabetes, asthma, chronic obstructive pulmonary disease (COPD) or a heart condition.



**Future Moms** helps you have a healthy pregnancy and delivery.

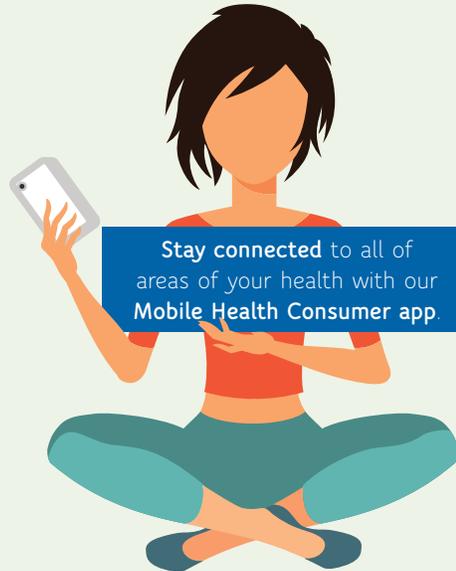
## Vivity puts the focus on you and your health



**Preventive care:** Get regular checkups, vaccines and important screenings.



**Wellness:** Special health care programs to stay your healthy best.



**When you're sick:** Choose from a wide range of locations and open hours to get the care you need or use online video to visit a doctor on LiveHealth Online.



**Serious care:** Get emergency and special care when you need it from top-ranked doctors and hospitals in L.A. and Orange counties.

### A smooth start with your Vivity plan

Our goal is to make things easier for you. That starts on day one. We have a special team to help you move from your current health plan to Vivity – without interrupting your care or medicine.

Just call the Vivity Concierge at 1-844-VIVITY (1-844-484-8489), Monday through Friday, 8 a.m. to 8 p.m. And, our First Impressions team will help if you need to get care before you get your Vivity member ID card. We'll work to make your move to Vivity as seamless as possible.



Vivify

# A better health care experience

We look forward to welcoming you as a new member!

