

A seamless member experience

Access to specialty care made easier

Vivity was designed to change the way healthcare is delivered, giving you access to highly ranked doctors and hospitals that work together, sharing information and best practices.

With Vivity, if you ever want or need to see a specialist, you can ask your primary care physician (PCP) for a referral to certain specialists in the network. You can even visit certain specialists without needing to wait for approval. This saves you time, puts you in control of whom you see, and helps ensure you receive the care you need.¹

There are three ways to see a specialist:

1. Through *Direct Access*, you can refer yourself to dermatologists; ear, nose, and throat doctors; OB-GYNs; and allergists in your medical group without a referral from a PCP.²
2. **Unique to Vivity**, *Expanded Choice** offers more access to doctors by letting you request care from certain specialists across Vivity's network of best-in-class medical groups. While typical health maintenance organizations (HMOs) limit members to receiving care from their medical group, the Expanded Choice feature gives members additional choice of specialty care at partnering medical groups in the Vivity network if the requirements below are met.

Please note that the approval for the referral is at the discretion of your medical group based on whether the care is medically necessary, if the specific specialty requested is offered with Expanded Choice, and if the specialists at the partnering medical groups are able to accept Vivity members.

3. With *Speedy Referral*, your doctor can refer you to certain types of specialists within your medical group without needing to wait for approval:
 - Allergy — allergies
 - Cardiology — heart
 - Dermatology — skin
 - Ear, nose, and throat (ENT) — head and neck
 - Endocrinology — glands
 - Gastroenterology — stomach, intestines, digestion
 - Hematology — blood
 - Neurology — brain and nerve
 - Obstetrics/gynecology — pregnancy, women's health

*Members can request a referral from their PCP for specialty care at a partnering Vivity medical group. The specialty care requested must be part of the specialties that are included in Expanded Choice, must be deemed medically necessary, and the specialists must be contracted to see Vivity patients from another partnering medical group.

Need a referral?

For help finding a specialist or for other questions, visit vivityhealth.com or call the Vivity Concierge team at **844-4-VIVITY (844-484-8489)**, Monday through Friday, 8 a.m. to 6 p.m.

We can help make the referral process easier.



1 Subject to participation by member's chosen medical group.
2 Direct Access is not available in all medical groups.

Anthem Blue Cross is the trade name of Blue Cross of California. Independent licensee of the Blue Cross Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.