



A world-class health plan for Southern California CalPERS members

Vivify delivers healthcare that's simple and cost effective, with top-ranking providers. See what the Vivify HMO plan can do for you.

An HMO offered to all Anthem Select HMO members in Los Angeles and Orange counties



Coming together for the health of our communities

Vivity was formed when Anthem Blue Cross and top-ranked health systems in Southern California came together to **change the way healthcare was delivered**. With a focus on what members need to take care of their health, Vivity provides access to highly ranked doctors and hospitals that work together, sharing information and best practices. This enables them to provide **consistently excellent care**.

The Vivity network includes several top-ranked, award-winning health systems: Cedars-Sinai, Huntington Hospital, MemorialCare Health System, PIH Health, Providence, Torrance Memorial Medical Center, and UCLA Health.¹

With multiple medical centers, urgent care facilities, and hospitals across Los Angeles and Orange counties, you can find care close to where you live and work.

Vivity offers world-class care, a member-first experience to ensure cost-effective healthcare, and collaboration among the doctors in the network.

Watch a video of Vivity founders and business partners celebrating over a decade of innovation and excellence.



Health systems in the Vivity network



- 1

Santa Monica UCLA Medical Center and Orthopaedic Hospital
- 2

Ronald Reagan UCLA Medical Center (includes Mattel Children's Hospital)
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Cedars-Sinai Medical Center
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Cedars-Sinai Marina del Rey Hospital
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Huntington Memorial Hospital
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PIH Health Good Samaritan Hospital
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PIH Health Whittier Hospital
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PIH Health Downey Hospital
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Providence Cedars-Sinai Tarzana Medical Center
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Providence Holy Cross Medical Center
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Providence Little Company of Mary Medical Center — San Pedro
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Providence Little Company of Mary Medical Center — Torrance
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Providence Saint Joseph Medical Center
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Saint John's Health Center
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St. Jude Medical Center
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St. Joseph Hospital Orange
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Mission Hospital Regional Medical Center
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St. Mary Medical Center Apple Valley
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Foothill Presbyterian Hospital
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Torrance Memorial Medical Center
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Long Beach Memorial Medical Center
- 22

Miller Children's & Women's Hospital
- 23

Citrus Valley Medical Center Inter-Community
- 24

Citrus Valley Medical Center Queen of the Valley
- 25

Orange Coast Memorial Medical Center
- 26

Saddleback Memorial Medical Center — Laguna Hills

Healthcare that's convenient

The map shows the reach of the Vivity network throughout Southern California. The blue highlights where the highest number of hospitals and physician centers are located. For a full list of doctors, medical groups, and independent practice associations in the Vivity network, please visit vivityhealth.com/hospital-system.



A member-first experience

Our focus is on our members and what they need — as healthcare should be. The doctors, medical centers, and hospitals in the Vivity network work hard to ensure you receive quality healthcare that's cost-effective.

Choosing quality primary care

When people are more involved in their health, it leads to better outcomes.² With Vivity, **you have your choice** of primary care physician (PCP) to serve as your main doctor and handle things like annual exams and preventive care. The PCP will be part of a medical group or an independent practice association (IPA).

- A **medical group** is a team of doctors who have come together as partners. They usually share one office or building and work together to care for patients. You can often fill prescriptions and have lab tests, X-rays, and other services in the same building.
- An **IPA** is a group of doctors in the plan's network. They have their own offices and see different patients but have joined together to create an IPA.

Removing restrictions

Members have their choice of which medical group they want for primary care. However, members have the option to request specialty care at a partnering Vivity medical group.³

Seeing a specialist

- Through **Direct Access**,⁴ you can refer yourself to dermatologists; ear, nose, and throat doctors; OB-GYNs; and allergists in your medical group. You do not need a referral from your PCP.
- **Unique to Vivity, Expanded Choice**⁵ — Offers more access to doctors by letting you request care from certain specialists across Vivity's network of medical groups. While typical health maintenance organizations (HMOs) only allow members to receive care from their medical group, the Expanded Choice feature gives members the choice of specialty care at partnering medical groups in the Vivity network if certain requirements are met:
 - Approval for the referral is at the discretion of our medical group based on whether the care is medically necessary.
 - The specific specialty requested is offered with Expanded Choice.
 - The specialists at the partnering medical groups can accept Vivity members.

Offering more options

From in-person visits to virtual appointments, we have you covered.

- **Unique to Vivity, the away-from-home Guest Membership** — Available to members in California who are temporarily residing outside Vivity's service area in Los Angeles and Orange counties. Members must contact the Vivity Concierge team for assistance in applying for in-state or out-of-state Guest Memberships.
- **Unique to Vivity, the Nurse Patient Advocate** — Connects you with the right healthcare resources, ensuring a smooth healthcare journey by organizing necessary referrals, resolving any issues, and maintaining clear communication with you. They are available to assist with everything from arranging medical appointments and coordinating services to supporting complex care needs such as transplant or bariatric care needs.

Urgent care and same-day appointments

As a Vivity HMO member, you have the benefit of having all your care coordinated by your primary care doctor. Please check with your medical group about where to go. For added convenience, you can go to any participating urgent care/immediate care site in the Vivity network, regardless of your medical group's urgent care site when you're in-area. You can view the list of **participating urgent care sites** on vivityhealth.com.

If you are out of the area (more than 30 miles from your primary care doctor's office), you can go to any urgent care site, including the one that is closest to you. You may log in to Anthem's Find Care provider directory tool at anthem.com/ca/find-care to search for an urgent care site near you. For follow-up care after your urgent care visit, you must see your primary care doctor or the specialist from your medical group.

Making access to care easier

A flat-fee system, called a copay, makes payments predictable. You pay a copay when you receive care, and Vivity pays the rest. There are no deductibles or hidden costs.

Telehealth services

Many network doctors offer evening and weekend office hours for convenience. You also can have virtual visits with a PCP by using each health system's telehealth option.

LiveHealth Online

With LiveHealth Online, you can have a private video visit with a doctor or licensed therapist on your smartphone, tablet, or computer with a camera — for the same copay as an office visit.⁶ You can access doctors, a therapist, or a psychiatrist through **SydneySM Health** — by using a smartphone, tablet, or computer with a camera.⁶ Use the service for the flu, a sinus infection, a cold, a fever, or other common health issue. The doctors can assess symptoms, provide a treatment plan, and send a prescription to a pharmacy, if needed.⁷ LiveHealth Online is available for mental health concerns, too. Spanish-speaking doctors are available.

24/7 NurseLine

Registered nurses are available by phone for **support and answers to health questions, day or night**.

Finding a doctor

On the vivityhealth.com website, you can choose your primary care doctor, find a behavioral health specialist, see each health system's service areas, and access answers to common questions about each health system.



We can help you find a doctor

You can search for doctors in the Vivity plan by visiting vivityhealth.com or calling us at 855-839-4524.



Sydney Health

The Sydney Health app connects you to your plan, your doctors, and your health data. The app includes features designed specifically for Vivity members, such as resources exclusive to your doctor and medical group practice and enhanced ways to search for care. Sydney Health also allows you to call your doctor directly through the app and search for directions to nearby urgent care centers in your health plan.

With Sydney Health, your health plan benefits, coverage details, and your digital ID card are all in one place.



Scan the QR code with your phone's camera to download the Sydney Health app.



Virtual visits through Sydney Health

For added convenience, you can have video visits with a doctor 24/7 through the Sydney Health app for the same copay as an office visit. Access doctors, a therapist, or

psychiatrist by using a smartphone, tablet, or computer with a camera. The doctors can assess symptoms, provide a treatment plan, and send a prescription to a pharmacy, if needed.⁷ There are also Spanish-speaking doctors available.

Wellness programs

To help encourage you to be and stay your healthiest, we offer a variety of **wellness programs at no extra cost**, such as:

- **MyHealth Advantage:** confidential, personalized health reminders and tips are sent to you.
- **ConditionCare:** special health support to manage diabetes, asthma, chronic obstructive pulmonary disease (COPD), or a heart condition.
- **Building Healthy Families:** a program available within the Sydney Health app that offers 24/7 personalized, on-demand support no matter how you choose to grow your family. Find help with family planning, pregnancy and postpartum, and raising small children.



A smooth start with your Vivity plan

From day one, we make things easier for you. We have a special team to help you move from your current health plan to Vivity — without interrupting your care or prescription medicines. Call us at **855-839-4524**, seven days a week, 7 a.m. to 8 p.m. Pacific time (except holidays).



See what others say about Vivity

“I injured my knee playing soccer. The MRI results showed tears of my ACL and LCL ligaments, and hamstring and calf tears. My primary care provider referred me to a Providence Sports Medicine Orthopedic doctor. After examining me, the first question he asked was, 'What do you want to do moving forward?' and I told him I would like to be active again and be able to play soccer. Asking me this simple question was important to hear because I felt like he wanted to know what was important to me. The care and passion Providence has given me has allowed me to have a positive outlook on my current situation and future overall health.”

— Vivity member, May 2025



World-class care

Although based in Southern California, the health systems in Vivity's network are known globally for delivering world-class care.

You have access to **highly ranked hospitals, doctors, and specialists**. Providing quality care includes making the healthcare journey as easy as possible. Knowledgeable staff and useful online tools provide simpler access to care, whether that's in person or virtually.

The doctors and hospitals in the Vivity network use the latest technology to communicate with each other and coordinate care, so you don't have to worry about that. When you need routine care, like annual physical exams or screenings, we make sure you receive it.

Each health system's commitment to the communities they serve goes beyond providing healthcare. These nonprofits care about, support, and invest in the communities they serve.



Collaboration

The doctors in Vivity's network work together, across the health systems in the network, to better understand each patient's healthcare needs. They make sure you receive the care you need, when it's needed.

From its start, teamwork was part of what made Vivity unique. Doctors, nurses, and staff work together to make sure they understand your healthcare needs.

Anthem's digital tools allow secure sharing of health information across the network, providing a more complete picture of your health for better care. Doctors and other healthcare professionals across the network can also share best practices so they can give the best care possible.

When you need care quickly, Vivity has you covered

You have a strong network of urgent care centers and hospitals to choose from. If you need emergency care, you can take comfort in knowing it will be covered anytime, anywhere.



We're here to help

You can find out more about us at anthem.com/ca/calpers or by calling our dedicated CalPERS Customer Service at **855-839-4524**, seven days a week, 7 a.m. to 8 p.m. Pacific time (except holidays).



Why choose Vivity?

With Vivity, you:

- Choose from top-ranked doctors in your area.
- Receive coverage for preventive care, as well as more ways to receive care from specialists.
- Know your upfront costs (copays) before you see your doctor.
- Are supported throughout your healthcare journey with a dedicated Concierge team and Nurse Patient Advocate.
- Can access your benefits, care team, and virtual care options in the Sydney Health app.

Want to know more?

You can find out more about us at **anthem.com/ca/calpers** or by calling our dedicated CalPERS Customer Service at 855-839-4524, seven days a week, 7 a.m. to 8 p.m. Pacific time (except holidays).



1 U.S. News & World Report: 2025-2026 Best Regional Hospitals (June 30, 2025): health.usnews.com.

2 Marzban S, Najafi M, Agolli A, Ashrafi E: *Impact of Patient Engagement on Healthcare Quality: A Scoping Review*. Journal of Patient Experience (September 16, 2022): ncbi.nlm.nih.gov/pmc/articles/PMC9483965/.

3 Members can request a referral from their primary care doctor for specialty care at a partnering Vivacity Medical Group. Specialty care must be deemed medically necessary, and specialists must be contracted to see Vivacity patients from a partnering medical group or IPA.

4 Direct Access is not available in all medical groups.

5 Expanded Choice includes most specialty services. It excludes (i) ancillary services such as lab and radiology, and developmental and rehab therapies such as physical therapy, occupational therapy, and speech therapy; (ii) specialty services provided by a doctor of obstetrics and gynecology; and (iii) specialty services provided by a pediatrician.

6 Appointments subject to availability of a therapist. Online counseling is not appropriate for all kinds of problems. If you are in crisis or having suicidal thoughts, it's important that you seek help immediately. Please text, chat, or call 988 (Suicide & Crisis Lifeline), or 911 for help. If your matter is an emergency, call 911 or go to your nearest emergency room. LiveHealth Online does not offer emergency services.

7 Prescription availability is defined by physician judgement.

In addition to using a telehealth service, you can receive in-person or virtual care from your own doctor or another healthcare provider in your plan's network. If you receive care from a doctor or healthcare provider not in your plan's network, your share of the costs may be higher. You may also receive a bill for any charges not covered by your health plan.

Sydney Health is offered through an arrangement with Caredon Digital Platforms, a separate company offering mobile application services on behalf of your health plan.

LiveHealth Online is offered through an arrangement with Amwell, a separate company, providing telehealth services on behalf of your health plan.

Caredon Health, Inc. is a separate company providing care management services on behalf of Anthem Blue Cross.

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.