

# Simplified referrals with Vivity



A first-of-its-kind joint venture in Southern California, Vivity was formed when Anthem and several top-ranked health systems came together to change the way healthcare was delivered. With a mission of ensuring a seamless member experience, Vivity sets itself apart from traditional health maintenance organizations (HMOs) by focusing on world-class care, a member-first experience, and collaboration.

## Vivity's referral options for primary medical groups



When members are engaged in their health, it leads to better outcomes.<sup>1</sup> Vivity makes access to care simpler, faster, and more efficient. Members have their choice of which medical group they want for primary care. However, they are not restricted to a particular medical group. To increase engagement, members can ask their doctor for a referral to any specialty in the Vivity network – they can also refer themselves for care in certain circumstances.

### There are four types of Vivity referrals:

- 1. Direct Access:** This type of referral allows members to refer themselves to dermatologists; ear, nose, and throat (ENT) doctors; OB-GYNs; and allergists in their medical group. They do not need a referral from their primary care physician (PCP).<sup>2</sup>
- 2. Speedy Referral:** Doctors can refer members to these types of specialties within their medical group without preapproval:
  - Cardiology
  - Dermatology
  - ENT
  - Endocrinology
  - Gastroenterology
  - General surgery
  - Hematology
  - Neurology
  - OB-GYN
  - Oncology
  - Ophthalmology
  - Orthopedic surgery
  - Podiatry
  - Routine lab
  - Routine X-ray
  - Urology
- 3. Physician Directed Access: Unique to Vivity,** this offers more choice and access to doctors by letting members request care through their PCP from a specialist in a different health system in the network. While traditional HMOs limit members to receiving care from a specific medical group, Vivity members have more freedom.
- 4. Second Opinion:** This type of referral is different from a Physician Directed Access referral because it only covers a one-time consultation, usually within the primary medical group. When a member requests a second opinion, it should be provided by another appropriately qualified healthcare professional within the primary medical group. If the medical group only has one professional in the requested field, the medical group can submit a second opinion request to Anthem by calling 888-486-4227. Anthem will then authorize a second opinion from a provider or specialist within Vivity or another Anthem HMO network.

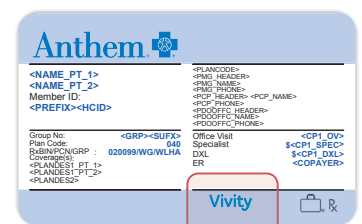


### Do you have questions about Vivity?

With Vivity's referral options, you can connect patients to appropriate specialists and help deliver better outcomes. If you have questions, call the Vivity Concierge team at **844-4-VIVITY (844-484-8489)**. We're here to help.

### The Vivity member ID card

Look for the Vivity logo on your patients' member ID cards.



<sup>1</sup> NEJM Catalyst. *Patient Engagement Survey: Improved Engagement Leads to Better Outcomes, but Better Tools Are Needed* (Accessed December 2020); catalyst.nejm.org.  
<sup>2</sup> Direct Access is not available in all medical groups.

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