



Broker Resource Guide

 **vivanthealth**

vivanthealth.com

Thank You for Being Our Valued Partner

It's important to us that you feel supported with the right tools to effectively reach your clients.

Included in this guide is more information about Vivant Health, including resources available to you.





Vivant Health Helps Individuals Gain Access to Healthcare

Who Is Vivant Health?

We are an Independent Physician Association (IPA) that began in the early 1990s. We are one of the largest IPAs in Northern California that uniquely specializes in serving both the Medi-Cal and Medicare populations. Since our priority is to support and care for our population as they age, we expanded our business to offer Medicare options.

Our Mission

At Vivant Health, we continuously work to better understand the needs of our population. Our purpose is to help patients gain access to the right healthcare and connect them with appropriate support resources in the region. This includes public health programs and various care solutions that are both innovative and culturally sensitive. Vivant Health serves as the bridge between health plans, patients, and care providers.



**We're Here to Make Things
Run Smoothly for You**

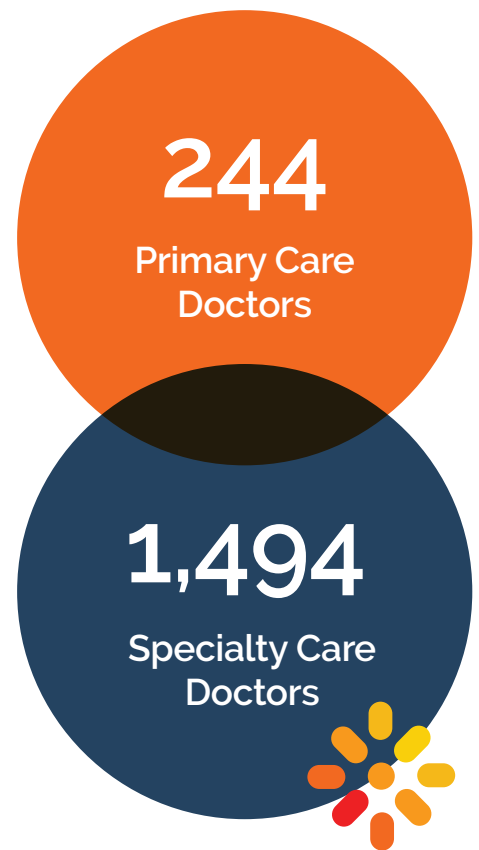
If you have a specific request or any questions, please reach out to us at
brokersupport@vivanthealth.com

Bringing Healthcare to Life

When your client becomes a member of Vivant Health, they have a team dedicated to their health. That team is led by their doctor, who works to meet all your clients' unique needs.

We can help them find a doctor who's just the right fit for them. And with our large network of doctors to choose from, that's easy for them to do.

To find a doctor, use our provider lookup tool by visiting [vivanthealth.com](https://www.vivanthealth.com)



New Member Onboarding

At Vivant Health, we understand the need to connect with members to ensure a smooth transition into Medicare. We have a robust onboarding program for all new Medicare Advantage members.



Patient Incentives

We know that healthier clients are happier and live more fulfilled lives. Sometimes your client may need a push to help motivate them to live well. That's why we have special incentives to reward patients for prioritizing their health.

Additional Network Benefits

As a member of the Vivant Health network, your client has a number of additional benefits available to them like:

Telehealth Services

- Providers available for virtual appointments

Referral Authorization Services

- 85% of care services are auto approved
- 95% approval rate
- Timely authorizations

Member Engagement Events

We want to partner with you to host patient retention events.

- Healthy cooking classes
- Exercise classes like chair yoga and pickleball
- Social activities such as bingo
- Services like transportation coordination

All-Year Medicare Enrollment with Vivant Health

Vivant Health offers benefit-rich Medicare Advantage plan options that are available all year.

Accepted Health Plans

Vivant Health offers Medicare Advantage along with Medi-Cal plans with solid benefits. Medicare Advantage plans are available to your clients all year round. To learn about more about plan specifics, visit vivanthealth.com.

Medicare Advantage Health Plans

- Alignment Health Plan
- Anthem Blue Cross
- Brand New Day
- Central Health Plan
- Imperial Health Plan
- Wellcare Dual Align DSNP

Medi-Cal Health Plans

- Anthem Blue Cross
- Health Net
- Molina



Committed to Delivering Better Patient Access to Medical Care

At Vivant Health, we pride ourselves on getting you the resources you need to support your clients. The following pages give you a quick glimpse into our contracted network of urgent care centers, laboratories, and Durable Medical Equipment (DME) providers.





Urgent Care Centers

In the case of a life-threatening emergency, your client should **call 911** or go to the nearest emergency room.

When your client has an injury or illness that needs to be seen right away, a trip to one of our urgent care centers may be the best option. Urgent care is perfect for things like ear infections, colds, sprains or strains, vomiting or diarrhea, or simple broken bones.

<p>All Inclusive Medical Services – Urgent Care 5900 Coyle Avenue, Suite B Sacramento, CA 95608 (916) 909-2467</p>	<p>Natomas Urgent Care 4321 Truxel Road, Suite F3 Sacramento, CA 95834 (916) 947-9110</p>
<p>American River Urgent Care 4040 Sunrise Boulevard, Suite 130 Rancho Cordova, CA 95742 (916) 790-3980</p>	<p>Peach Tree – Sacramento Immediate Care 3810 Rosin Court, Suite 100 Sacramento, CA 95834 (916) 779-7656</p>
<p>American River Urgent Care 9490 Madison Avenue, Suite 100 Orangevale, CA 95662 (916) 354-5089</p>	<p>Sacramento Urgent Care 7200 South Land Park Drive, Suite 100 Sacramento, CA 95831 (916) 422-9110</p>
<p>Elk Grove Urgent Care 9045 Bruceville Road, Suite 100 Elk Grove, CA 95758 (916) 479-9110</p>	<p>Trinity Urgent Care and Occupational Health 7811 Laguna Boulevard, Suite 161 Elk Grove, CA 95758 (916) 877-7778</p>
<p>Folsom Urgent Care 1600 Creekside Drive, Suite 1400 Folsom, CA 95630 (916) 984-8244</p>	<p>Trinity Urgent Care and Occupational Health 10200 Trinity Parkway, Suite 202 Stockton, CA 95219 (209) 955-1229</p>
<p>Instant Urgent Care 2221 Sunset Boulevard, Suite 119 Rocklin, CA 95765 (916) 836-3006</p>	<p>Urgent Care Now 12417 Fair Oaks Boulevard, Suite 600 Fair Oaks, CA 95628 (916) 727-1400</p>
<p>Instant Urgent Care 8343 Folsom Boulevard, Suite 100 Sacramento, CA 95826 (916) 900-8682</p>	<p>Urgent Care Now 4345 Arden Way Sacramento, CA 95864 (916) 480-9925</p>
<p>Instant Urgent Care 3270 Arena Boulevard, Suite 405 Sacramento, CA 95834 (916) 913-8900</p>	<p>WellSpace Immediate Care 2425 Alhambra Boulevard Sacramento, CA 95817 (916) 737-5555</p>
<p>MD Urgent Care 1140 Exposition Boulevard, Suite 700 Sacramento, CA 95815 (916) 333-2542</p>	<p>West Sacramento Urgent Care 2455 Jefferson Boulevard, Suite 100 West Sacramento, CA 95691 (916) 287-8238</p>

If your client needs blood work or other lab tests, we have Quest Diagnostics and PMDLab.

<p>PMDLab 4630 Northgate Boulevard Sacramento, CA 95834 (949) 682-3239</p>	<p>Quest Diagnostics 3941 J Street, Suite 100 Sacramento, CA 95819 (916) 452-1863</p>
<p>Quest Diagnostics 3714 Northgate Boulevard Sacramento, CA 95834 (916) 927-9900</p>	<p>Quest Diagnostics 5025 J Street, Suite 103 Sacramento, CA 95819 (916) 457-6783</p>
<p>Quest Diagnostics 9281 Office Park Circle, Suite 120 Elk Grove, CA 95758 (916) 683-7062</p>	<p>Quest Diagnostics 2288 Auburn Boulevard, Suite 103 Sacramento, CA 95821 (916) 641-6693</p>
<p>Quest Diagnostics 8191 Timberlake Way, Suite 300 Sacramento, CA 95823 (916) 405-6008</p>	<p>Quest Diagnostics 3270 Arena Boulevard, Suite 505 Sacramento, CA 95834 (279) 200-2525</p>
<p>Quest Diagnostics 6029 Florin Road, Suite 100 Sacramento, CA 95823 (916) 428-3832</p>	<p>Quest Diagnostics 7423 Fair Oaks Boulevard Carmichael, CA 95608 (916) 483-2037</p>
<p>Quest Diagnostics 7248 S. Land Park Drive, Suite 120 Sacramento, CA 95831 (916) 392-4545</p>	<p>Quest Diagnostics 5811 Jameson Court Carmichael, CA 95608 (916) 972-7048</p>
<p>Quest Diagnostics 2101 Stone Boulevard, Suite 170 West Sacramento, CA 95691 (279) 321-1096</p>	<p>Quest Diagnostics 6620 Coyle Avenue, Suite 100 Carmichael, CA 95608 (916) 961-1173</p>
<p>Quest Diagnostics 3000 Q Street, 1st Floor Sacramento, CA 95816 (916) 454-1305</p>	<p>Quest Diagnostics 5265 Sunrise Boulevard Fair Oaks, CA 95628 (916) 961-6182</p>
<p>Quest Diagnostics 1201 Alhambra Boulevard, Suite 140 Sacramento, CA 95816 (866) 961-8534</p>	



| **Durable Medical Equipment Providers**

Durable Medical Equipment (DME) may consist of oxygen equipment, crutches, blood testing strips, or wheelchairs. Your clients can get their DME from the following providers:

Bennett Medical Services

1164 National Drive
Sacramento, CA 95834
(916) 681-0111

InfuSystem

3851 West Hamlin Road
Rochester Hills, MI 48309
(800) 962-9656

Broadway Medical Service and Supply

123 Commerce Circle
Sacramento, CA 95815
(916) 927-4047

Pacific Pulmonary Services

773 San Marin Drive
Novato, CA 94945
(866) 230-0202

Freedom Mobility Center

586 Parker Avenue
Rodeo, CA 94572
(510) 799-9920

Zoll Services

121 Gamma Drive
Pittsburgh, PA 15238
(412) 968-3333



Event Partnership

Vivant Health values the partnerships we have with our broker community.

We're here to help you be successful. Our goal is facilitate better engagement with our members. A primary way to accomplish this is through consumer-focused outreach events. If you would like to hold an event, Vivant Health is happy to open our building for you to use.

If you are interested in booking space in our building, please download and complete the attached form in the link at the bottom of this page. You will have access to the company projector, tables, and chairs for your event. We ask that you book your events or appointments 2–3 weeks in advance.

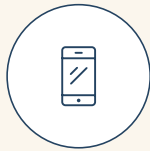


To download this form, go to this link: vivanthealth.com/brokguide

Medicare Program

Points of Contact

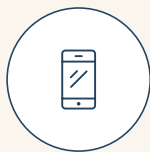
Our team is always here to make sure you have everything you need to serve your clients. Below are some contacts who can help you with any questions you may have.



Primary Contact

Jem Surio

Supervisor & Business Associate
(916) 228-4300, ext. 2359
jsurio@vivanthealth.com



Secondary Contacts

Sean Atha, MHA

Senior Vice President
(916) 397-2564
satha@vivanthealth.com

Johanna Cazares

Medicare Program Growth Consultant
(626) 274-0422
jcazares@vivanthealth.com

Key Provider Resource Numbers and Contacts

Customer Service Referrals and Authorizations

(855) 900-1224, option 4

Customer Service Eligibility

(855) 900-1224, option 5

Contracting and Credentialing

(916) 382-4208
xryztion@vivanthealth.com

Provider Services

providerservices@vivanthealth.com

Broker Support and Requests

brokersupport@vivanthealth.com



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Sacramento, CA 95831

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