

Working together for members



Blue Shield of California and PIH Health

Blue Shield of California and PIH Health have teamed up to work toward a better experience for our members. We are working together to create better coordination and communication among our members' health plan, doctors, and hospitals. Together, we're helping provide members with best-practice, clinical care that is more personalized and easier to access.

About PIH Health

PIH Health is a regional, nonprofit healthcare delivery network serving more than 3 million residents in Los Angeles County, Orange County, and the San Gabriel Valley.

The fully integrated network, made up of PIH Health Downey Hospital, PIH Health Good Samaritan Hospital, and PIH Health Whittier Hospital, offers multiple outpatient medical offices, a multispecialty medical group, primary care, six urgent care centers, and home health and hospice care as well as heart, cancer, stroke, women's health, digestive health, bariatrics, orthopedics, and emergency medicine programs. PIH Health has been consistently recognized as one of the nation's top hospital networks for quality, treatment, and advanced technology.



trio HMO

Part of Blue Shield's Trio provider network, focused on delivering convenient access to quality care. Learn more at blueshieldca.com/trio.

Access and convenience

PIH Health makes it easy to access care when you need it.

Trust PIH Health to put you first and deliver safe, compassionate, high-quality health care. We serve all residents of Los Angeles and Orange counties and the San Gabriel Valley.

We're a nonprofit, regional healthcare network with three hospitals, numerous outpatient medical offices, a multispecialty medical (physician) group, home healthcare services, and hospice care as well as exceptional heart, stroke, cancer, and emergency services.

PIH Health is committed to remaining a leader in healthcare advances in technology, equipment, facilities, and amenities. We offer you:

- Primary care teams that deliver general medicine and preventive care
- Access to emergency and urgent care, home health services, and hospice
- A network of PIH Health physicians and advanced practice professionals including physician assistants and nurse practitioners in accessible and welcoming neighborhood locations
- More than 6,400 compassionate, valued employees

PIH Health integrated delivery system

- 3 hospitals and 27 medical offices
- 3 retail pharmacies
- 1,130 licensed hospital beds
- 429,532 hospital visits (includes inpatient admissions and outpatient visits)
- 6,443 employees
- 1,459 volunteers
- Serving approximately 3 million residents in Los Angeles and Orange counties, and the San Gabriel Valley

Service and support

At PIH Health, we care for you as a whole person - body, mind, and spirit. Our team of social workers and our spiritual care staff stand ready to serve your needs around the clock whatever your situation. We're here to offer support and guidance, including assistance with advance care planning to ensure your wishes for medical care are honored if you become unable to share your decisions.

We also make any reasonable accommodations to meet the needs of individuals with special needs. We will provide auxiliary aids and services including interpreters, free of charge, to any patient, relative, or companion of a patient with special needs.

For a full list of services, visit [PIHHealth.org/Services](https://www.pihhealth.org/Services).

- Acute Care Hospital Services
- Acute Rehabilitation Care
- Bariatrics
- Cancer/Oncology Care

- Coronary Intensive Care
- Emergency Care
- Family Medicine/Internal Medicine
- Medical-Surgical Acute Care
- Medical-Surgical Intensive Care
- Neonatal Intensive Care
- Neurological Services
- Newborn Nursery Care
- Observation Unit
- Obstetrics Care/Labor and Delivery
- Orthopedics and Sports Medicine
- Pediatric Acute Care
- Telemetry Unit
- Transitional Care Unit
- Urgent Care Services

Preventive care

- Mammogram screenings 16,007
- Colonoscopies 12,438
- Cervical cancer screenings 7,238
- Lung cancer screenings 482
- Flu shots 21,704
- Pneumonia vaccinations 7,069
- Child immunizations 34,527

Community benefit

Our Community Health Needs Assessment helps us address the greatest needs: chronic diseases/disorders, preventive practices, food insecurity, housing/homelessness, and access to dental and mental health resources.

We provide financial assistance for those unable to afford medically necessary care, fund local nonprofits' efforts to meet community health needs, and support collaborative efforts that address social determinants of health. We also help to educate the next generation of healthcare professionals.

To learn more, visit [PIHHealth.org/communitybenefit](https://www.pihhealth.org/communitybenefit).

Your partner for health and wellness

At PIH Health, we are more than just a network of healthcare providers. We are your trusted partner for good health. We offer various programs that focus on prevention and health management with tools and techniques designed to help improve quality of life.

Because your health matters, PIH Health is here to support you every step of the way

We offer free health and wellness programs. Topics include childbirth, diabetes management, heart health, cancer prevention, and more.

Check our online calendar for a schedule of classes & support groups: <https://www.pihhealth.org/wellness/classes-events/>.

Online services

Telehealth appointments

PIH Health physicians can conduct telehealth appointments for certain conditions using the patient portal.

A telehealth appointment is just like a regular appointment. You will see yourself and your provider on the screen of your mobile device or computer once your session begins. These appointments are also known as virtual visits.

My PIH Health

You have plenty of reasons to register for My PIH Health, an all-in-one personal record and patient portal that lets you access your medical information on the go:

- Manage your healthcare 24/7 from your computer or your mobile device.
- Request prescription renewals.
- Communicate privately with your physician's office via secure messaging.
- Access forms and information.
- View clinical summaries of your doctor visit or hospital stay.
- Track vital information such as height, weight, and blood pressure.
- View and print test and lab results.
- Create proxy accounts for children or dependent adults.
- Create and track wellness goals with online apps that let you monitor your health.

! URGENT CARE CENTERS

For an urgent, but non-life-threatening or non-limb-threatening, health concern, urgent care is often a convenient alternative to the emergency room.

All PIH Health urgent care center locations are open every day, 10 a.m. to 8 p.m., including holidays.

When you need medical attention that can't wait, visit a PIH Health Urgent Care Center. Our doctors, physician assistants, nurse practitioners, and nurses are here to treat a variety of minor illnesses and injuries.

- **Urgent Care Center Downey**
12214 Lakewood Blvd., Downey
(562) 904-4430
- **Urgent Care Center Hacienda Heights**
1850 S. Azusa Ave., Suite 88, Hacienda Heights
(626) 225-4900
- **Urgent Care Center La Habra**
1400 S. Harbor Blvd., La Habra
(562) 789-5950
- **Urgent Care Center Montebello**
2205 W. Beverly Blvd., Montebello
(562) 967-2780
- **Urgent Care Center Santa Fe Springs**
12400 Bloomfield Ave., Santa Fe Springs
(562) 967-2830
- **Urgent Care Center Whittier**
15733 Whittier Blvd., Whittier
(562) 947-7754

Online health resources

- Healthy Living Online – Articles posted twice a week include tips for eating right, staying fit, and medical information from our PIH Health doctors.
- Healthy Living Magazine – Sign up to get a free subscription for helpful tips about health and wellness topics, classes, and events as well as updates on activities at PIH Health.
- Health Library – Explore health conditions, treatments, procedures, and more.
- Health and Human Service Resources (Los Angeles County) – Find the resources and services you need, including food, housing, mental health, and more at either One Degree or 2-1-1.

📍 AFFILIATED MEDICAL GROUPS

PIH Health Physicians is a 501(c)(3) nonprofit medical group that is exclusively affiliated with PIH Health. The group is made up of more than 186 primary care physicians and over 167 specialists who coordinate care from diagnosis to recovery.

Whether you're searching for a primary care doctor or a specialist, use our convenient online search. You can search by specialty, ZIP code, gender, and even languages spoken. Read the physician profiles to learn more about the doctors you're considering.

If you need any help choosing a PIH Health doctor, please call (562) 789-5982 during regular business hours.

🏥 HEALTHCARE PROVIDERS

PIH Health Physicians

- Locations: 27 medical offices
- 6 urgent care centers
- Total medical office visits: 548,444
- Employees: 977

Choose PIH Health for quality health care in the greater Los Angeles area, including Los Angeles and Orange counties. In addition to excellent primary care services and a strong relationship with your doctor, you have access to the latest medical procedures and advanced technology. At PIH Health, we care for you at all ages and stages of your life.

PREFERRED HOSPITAL AFFILIATIONS*

- **PIH Health Downey Hospital**

PIH Health Downey Hospital officially became part of PIH Health in October 2013. As a 501(c)(3) nonprofit, 199-bed hospital, the Downey campus has provided quality care in a welcoming environment for 100 years.

11500 Brookshire Ave., Downey, CA 90241

(562) 904-5000

- **PIH Health Good Samaritan Hospital**

Founded in 1885, PIH Health Good Samaritan Hospital is a 501(c)(3) nonprofit, 408-bed acute care hospital that has served the healthcare needs of a growing and diverse community.

1225 Wilshire Blvd., Los Angeles, CA 90017

(213) 977-2121

- **PIH Health Whittier Hospital**

PIH Health Whittier Hospital began as a community hospital in 1959. As a 501(c)(3) nonprofit, 523-bed hospital, the Whittier campus has developed into a health system offering a multitude of services.

12401 Washington Blvd., Whittier, CA 90602

(562) 698-0811

LANGUAGES

PIH Health provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, and other formats)

We also provide free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

<https://www.pihhealth.org/interpreter-services/>

 Visit us online at <https://www.pihhealth.org/>
 or call **(562) 698-0811**, TTY: **(562) 696-9267**



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Whittier, CA 90602

* Preferreds hospital shown are part of the Trio network providing coordinated care to members. To search for affiliated hospitals, please visit blueshieldca.com/fap.

PIH Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. PIH Health does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.