

# LiveHealth Online

Access to care anywhere



An Anthem Company

LiveHealth Online is the trade name of Health Management Corporation, a separate company providing telehealth services on behalf of Anthem National Accounts Blue Cross and Blue Shield.

# What is LiveHealth Online?

Easy and convenient access to the care you need, when you need it most!

- Visit with an in-network board certified doctor 24 hours a day, 7 days a week, 365 days a year. Doctors can send prescriptions to the pharmacy you select, if medically necessary
- Talk to an in-network licensed therapist or board certified psychiatrist. Appointments are available 7 days a week, including nights and weekends.



# LiveHealth Online goes where you go

Access LiveHealth Online via smart phone, tablet or computer

The LiveHealth Online app is available on both iOS and Android





# LiveHealth Online Common Medical Conditions

Doctors consult with patients 24/7 on a variety of conditions, such as:

- Fever
- Sore throat
- Cough and colds
- Flu
- Urinary tract infections
- Sinusitis
- Allergies
- Eczema, rashes and skin lesions
- Heartburn



# LiveHealth Online Psychology Common Behavioral Health Concerns

Licensed therapists consult with patients who have a variety of concerns, such as:

- Stress
- Feeling anxious
- Depressed mood
- Relationship or parenting issues
- Grief
- Panic attacks
- Coping with an illness

Online visits with a therapist are by appointment only. E-Prescribing is not available at this time for therapy visits.



# LiveHealth Online Psychiatry

Talk to a board certified psychiatrist to receive medication management support for common behavioral health conditions.

- Bipolar Disorder
- Obsessive Compulsive Disorder
- Post-Traumatic Stress Disorder
- Panic attacks
- Depression
- Anxiety

Online visits with a psychiatrist are by appointment only. Psychiatrists on LiveHealth Online can prescribe a non-controlled prescription in many situations.



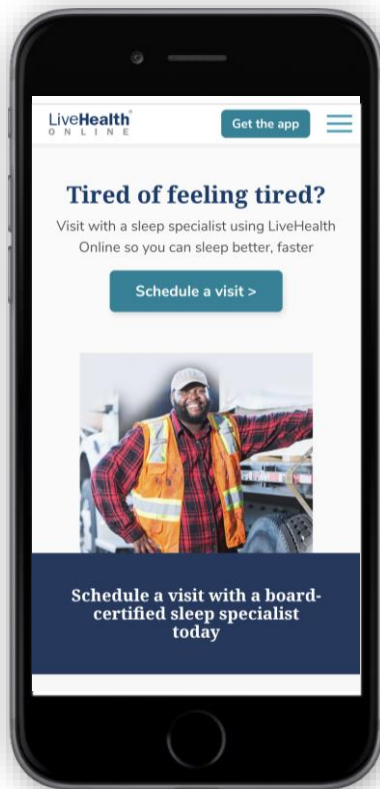




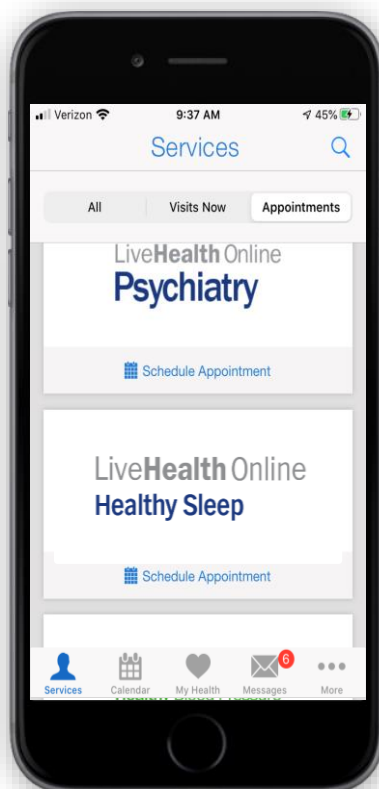
# LiveHealth Online | Healthy Sleep

# LiveHealth Online Healthy Sleep – Member Experience

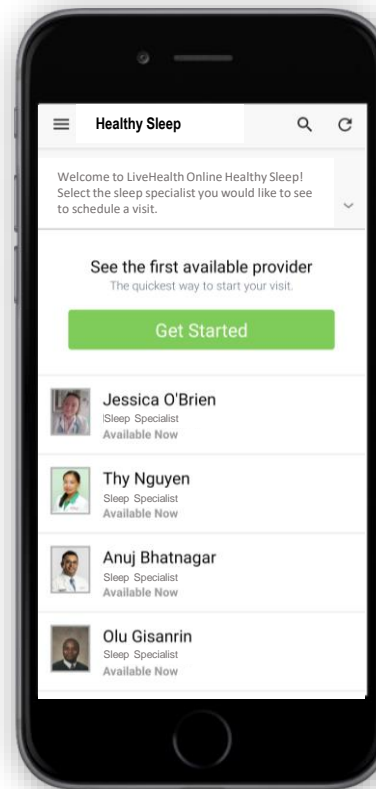
Easy access to sleep specialists who can review the members' medical history, their risk for sleep disorders like sleep apnea and order at home testing, if needed.



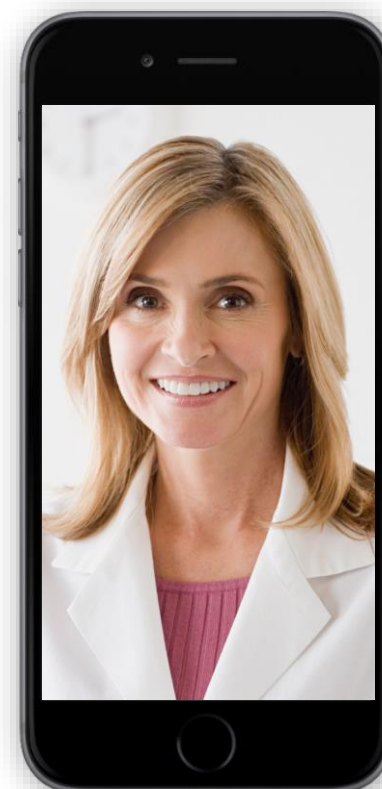
Take the healthy sleep obstructive sleep apnea risk assessment



Choose a sleep specialist that works for you



Visit your sleep specialist from home, at work or on-the-go



Have an at home sleep study, follow up visits and treatment



# Activating your LiveHealth Online Account

# Sign up and get started

- Go to [www.livehealthonline.com](http://www.livehealthonline.com) or download the free mobile app
- Click Sign Up
  - Add dependents under age 18 to your profile (parent must be present in video for online visit)
  - Dependents over age 18 and spouses / partners will create their own profile



# The two-minute sign-up: Getting started is just that fast

## You just enter your:

- Name
- E-mail address
- 8-digit password
- State
- Date of birth
- Gender
- Insurance ID number
- Service key\*

**And you're in!**

**\*Service  
Key is not  
required  
to sign up**



A woman with long dark hair and glasses is smiling while looking at a tablet. She is wearing a grey top and a gold necklace. The background is a plain, light-colored wall.

# How to have a visit using LiveHealth Online

# Choose the type of care you need

## CHOOSE:

### **LiveHealth Online Medical**

to see the board-certified doctors available for an on-demand visit 24/7

### **LiveHealth Medical for Kids**

visit with a doctor who's willing to treat children under the age of 18 through video visits

### **LiveHealth Online Psychology**

to see the available licensed therapists and psychologists. Schedule your appointment online or call. Available to ages 10 and older.

### **LiveHealth Online Psychiatry**

to visit with board-certified psychiatrist by appointment



# Choose the Doctor that's right for you!





# Share the details of your visit



## Get Started

There are 5 patients ahead of you to see Natalia DiPaola, Family Physician

Who is this visit for?



Myself



Another child

What type of visit would you like to have?



Video



Phone Call

### Invite Guests



You can invite a family member, care provider, or other individual to participate in your visit. Enter an email address, and your guest will receive an email invitation with a link to join. When they click this link, they will enter the video visit with you and the provider.

**Select who the visit is for and if you would like to invite a guest/s to your consultation.**

# Share the details of your personal health information


The pre-visit questions were added due to COVID-19. The questions will remain and be updated as needed, based on the CDC guidance.

✓ Get Started

Your Visit

Pharmacy

Payment

 Your Visit

What would you like to discuss today?

☐ Anxious or Depressed Mood

☒ Cold

☐ Fever

☐ Flu-Like Symptoms

☐ Headache

☐ Rash

☐ Stomachache

☐ Other

What is your current physical address in the event of a medical emergency?

Your Answer

Are you allergic to any medications?

# Share the details of your personal health information

The pre-visit questions were added due to COVID-19. The questions will remain and be updated as needed, based on the CDC guidance.

Are you now or could you be pregnant?

Your Answer

Have you had any international travel in the last 14 days?

Your Answer

Have you had any exposure to a known or expected Covid-19 patient in the last 14 days?

Your Answer

Do you have any immune system compromise or chronic lung disease?

Your Answer

Do you have any vulnerable family members in the home (infant, pregnant, cancer, elderly)?

Your Answer



# Prescriptions can be sent to the drug store of your choice

**Medical History (optional)**

**CONDITIONS** Have you ever been diagnosed with any of the following conditions?

- ☐ Allergies/Conjunctivitis
- ☐ Allergies
- ☐ Anxiety
- ☐ Arthritis
- ☐ Asthma
- ☐ Atrial Fibrillation
- ☐ Attention Deficit Disorder
- ☐ Back Pain
- ☐ Bipolar Disorder
- ☐ Blood Clots
- ☐ Breast Disease
- ☐ Cancer
- ☐ Chronic Fatigue Syndrome
- ☐ Chronic Wounds
- ☐ Congestive Heart Failure
- ☐ Constipation

**ALLERGIES** Are you allergic to any of the following medications?

- ☐ Cephalosporins (Cefinax, Avelox, Cefephe)
- ☐ Diuretics (Furosemide)
- ☒ Hydrocodone, Codeine
- ☐ Insulin
- ☐ Nonsteroidal anti-inflammatories (Ibuprofen, Naproxen)
- ☒ Penicillins (Amoxicillin, Augmentin)
- ☐ Sulfa (Bactrim, Septra)
- ☐ Tetracyclines (Doxycycline, Doxiprime)

**MEDICATIONS** Are you currently taking any medications?

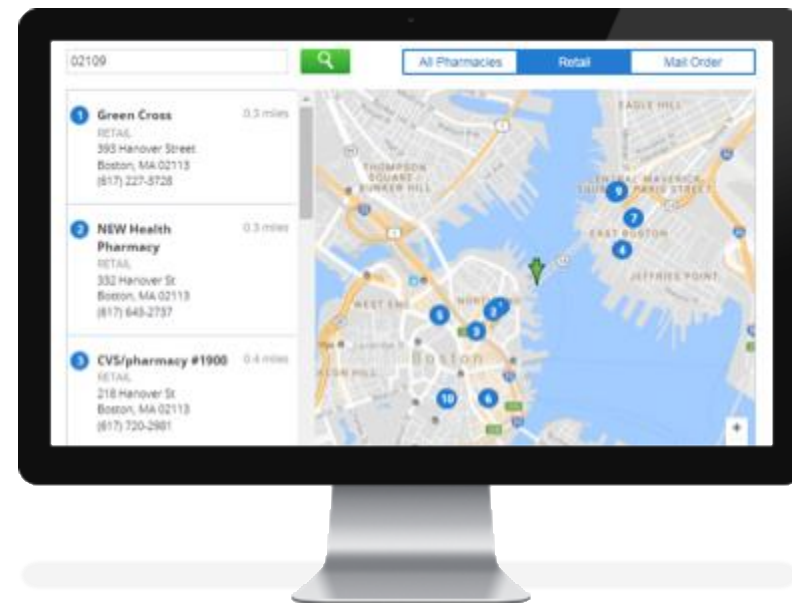
Enter Medication Name:

**SHARE A FILE** Would you like to share a photo, lab result, or other information with your provider?

Attach a file:

☒ Share my health summary and medication history

Enter your health history, including allergies and medications you take (optional). You can now also share lab results and pictures during the online consultation.



Select a pharmacy in case a prescription is needed.

# Make sure you enter your Medical Id Number from your Insurance Card

The screenshot shows the 'Insurance' section of the LiveHealth Online portal. At the top, there is a progress bar with four steps: 'Get Started', 'Your Visit', 'Pharmacy', and 'Payment'. The 'Insurance' section is the first step. It features the 'Insurance' logo with an umbrella icon. Below the logo, there is a section titled 'I have insurance' with a subtext 'Insurance may cover all or part of your visits.' This section includes a dropdown menu for 'Anthem Plans', a text input field for 'Subscriber ID', and a question 'Are you the Primary Subscriber?' with radio button options for 'Yes' and 'No'. Below this, there are two more options: 'I don't have insurance' and 'My plan isn't listed / Prefer not to answer'.

**Enter or verify your insurance information.**

The screenshot shows the 'Payment' section of the LiveHealth Online portal. At the top, there is a progress bar with four steps: 'Get Started', 'Your Visit', 'Pharmacy', and 'Payment'. The 'Payment' section is the fourth step. It features the 'Payment' logo with a wallet icon. Below the logo, there is a section titled 'Your Cost: \$49.00' with a 'COUPON CODE' input field and an 'Apply' button. Below this, there is a section titled 'Credit Card Information' with a subtext 'Credit Card Information'. This section includes a dropdown menu for 'Name on Card', a text input field for 'Credit Card Number', a text input field for 'Security Code', and a dropdown menu for 'Expiration Month' and a text input field for 'Year'. Below this, there is a section titled 'Billing Address' with a checkbox for 'Same as home address'. To the right of the desktop monitor, there is a smartphone displaying the same 'Payment' section.

**And payment information ONLY if there is a cost for the visit.**

# Patient is entering the virtual waiting room

The patient can cancel the visit or switch to a phone visit at this time.

Please **ALLOW ACCESS** to your camera and microphone (you may need to update your browser settings to allow access). Then, select your preferences for camera and microphone.



Continue

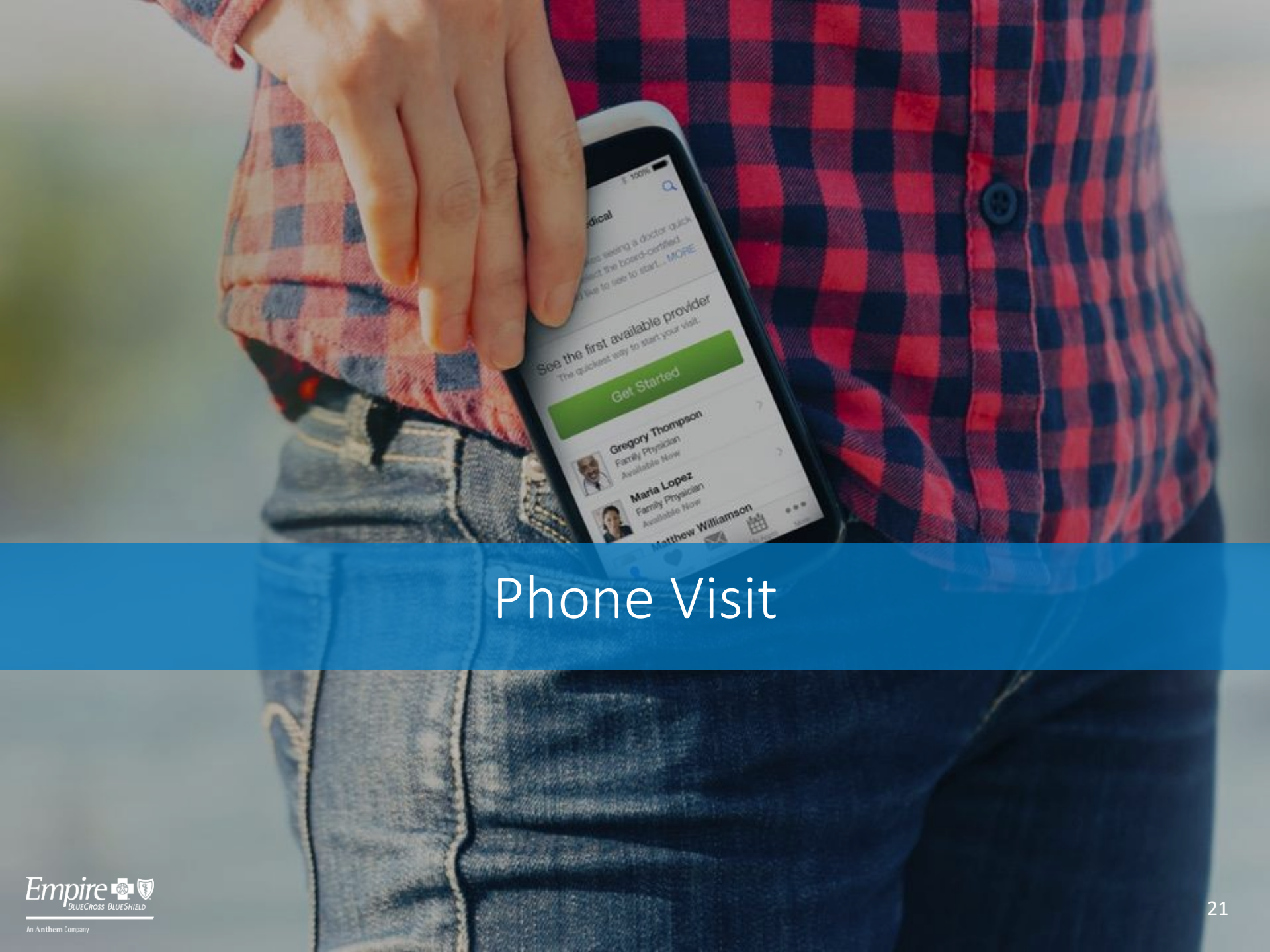
[Cancel Visit](#) | [Switch to Phone Visit](#)

For assistance, call 1-888-LiveHealth (1-888-548-3432) © 2018 Health Management Corporation. All rights reserved. © 2007-2018 American Well Corporation. All rights reserved.  
CPT copyright 2017 American Medical Association. All rights reserved.

[Terms of Use](#) [Privacy Policy](#) [Contact Us](#)

You must log out before  
leaving this website.

Powered by  
**American Well**



# Phone Visit

# Phone visit selection

If the phone call option is selected, the patient will receive a phone call from the doctor.

**You will only see the phone callback option in states where it is allowed. The following states will not see the phone callback option: GA, NM, ND, LA, WV, AR, IN, ID, OK and MO.**

What type of visit would you like to have?

☐ Video

☒ Phone Call

Where can this provider call you?

(404) .

You will receive a phone call (audio only) when your provider starts the visit.  
No video connection is required.

Back

Continue

For assistance, call 1-888-LiveHealth (1-888-548-3432)

© 2018 Health Management Corporation. All rights reserved.  
CPT copyright 2017 American Medical Association. All rights reserved.

© 2007-2018 American Well Corporation. All rights reserved.

[Terms of Use](#) [Privacy Policy](#) [Contact Us](#)

You must log out before  
leaving this website.

Powered by  
**American Well**



# Waiting room screen shown to members when phone visit is selected

You will only see the phone callback option in states where it is allowed. The following states will not see the phone callback option: GA, NM, ND, LA, WV, AR, IN, ID, OK and MO.



There is 1 patient ahead of you to see  
**Oritsetsemaye Otubu, Family Physician**

Our typical wait time is less than 10 minutes | [Cancel Visit](#)



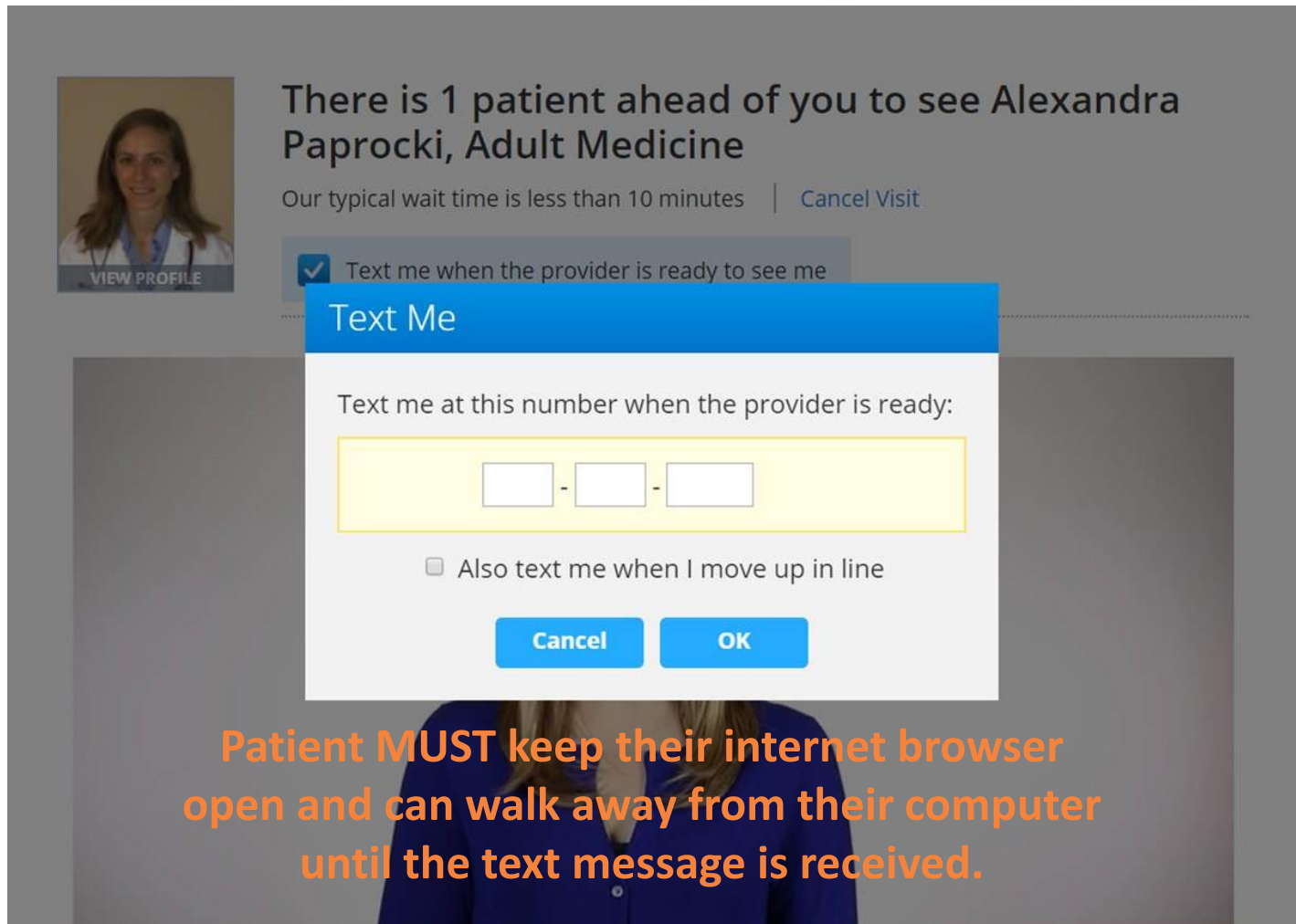
You're All Set!

You can now close the browser.  
We will call you at (404) \_\_\_\_\_ shortly.



## Web Visit

# Web Visit - Receive a text when the doctor is ready



The screenshot shows a web interface for a virtual visit. On the left is a profile picture of a female doctor with a 'VIEW PROFILE' button below it. To the right of the photo, the text reads: 'There is 1 patient ahead of you to see Alexandra Paprocki, Adult Medicine'. Below this, it says 'Our typical wait time is less than 10 minutes' followed by a 'Cancel Visit' link. A checkbox labeled 'Text me when the provider is ready to see me' is checked. A 'Text Me' modal is open in the center, containing the text 'Text me at this number when the provider is ready:', a yellow box with three input fields separated by dashes, an unchecked checkbox for 'Also text me when I move up in line', and 'Cancel' and 'OK' buttons.

There is 1 patient ahead of you to see Alexandra Paprocki, Adult Medicine

Our typical wait time is less than 10 minutes | [Cancel Visit](#)

☒ Text me when the provider is ready to see me

**Text Me**

Text me at this number when the provider is ready:

-  -

☐ Also text me when I move up in line

[Cancel](#) [OK](#)

**Patient MUST keep their internet browser open and can walk away from their computer until the text message is received.**

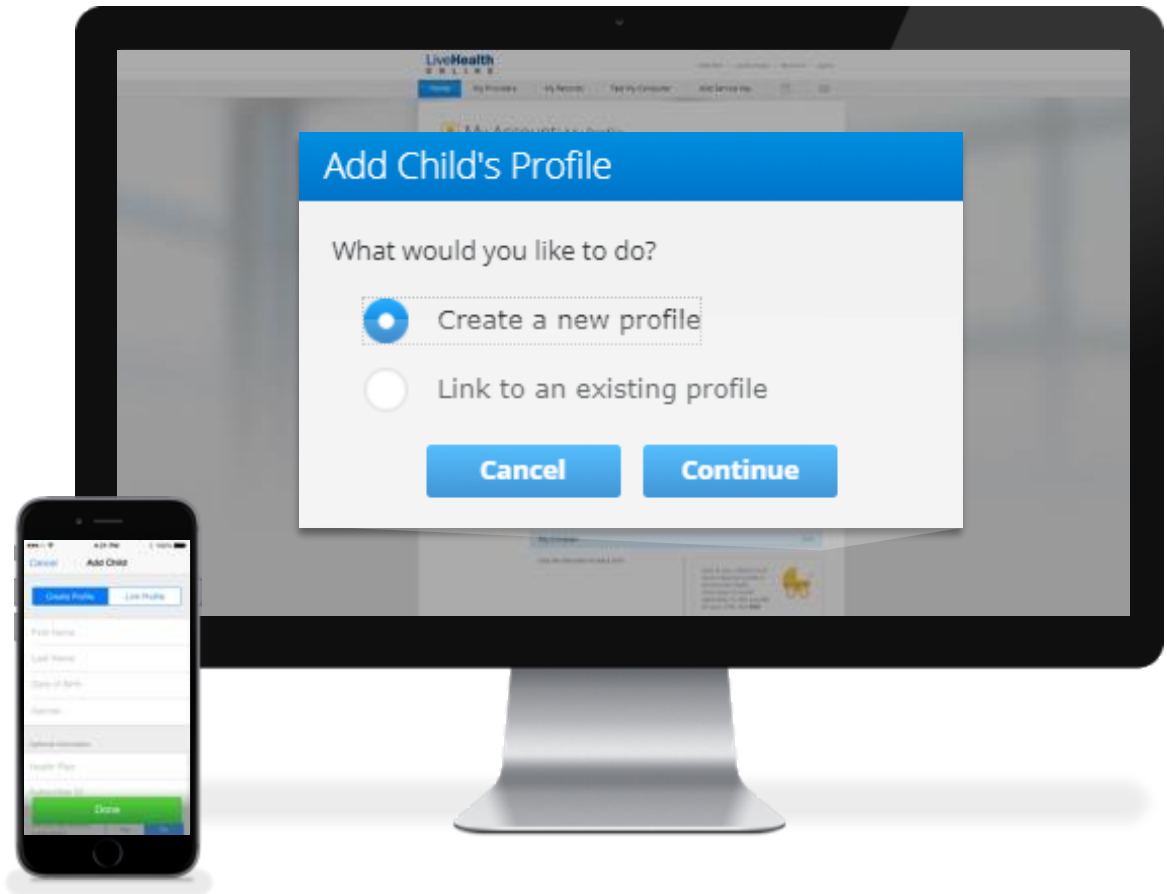
# Set up your under 18 year old dependent profiles before they get sick

## DESKTOP STEPS:

1. Login and select **My Account** at the top of the page
2. Select **Add** under the **My Children** section

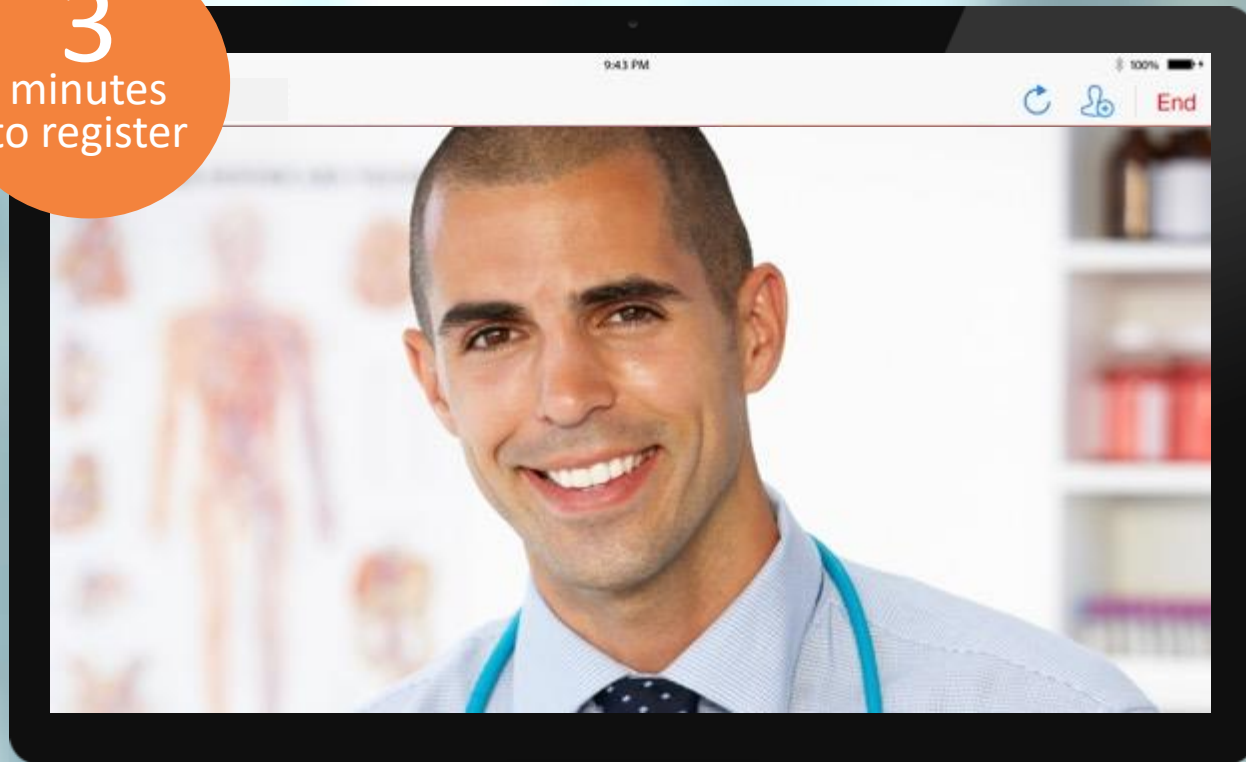
## MOBILE STEPS:

1. Log in and select **"More"** on the bottom right
2. Select **My Children** and add child





3  
minutes  
to register



**HudsonValley**<sup>®</sup>  
CREDIT UNION

## So what are you waiting for?

Take 3 minutes today to register so you can save 3 hours or more the next time you need care. Sign up online at [livehealthonline.com](http://livehealthonline.com) or by downloading our free mobile app.



An Anthem Company