



# LiveHealth Online

## Answers to common questions about video visits with a doctor, 24/7

### What is LiveHealth Online?

Through LiveHealth Online, you can have a video visit with a board-certified doctor using your smartphone, tablet, or computer with a camera. Doctors are available 24/7, and no appointment is needed.

Doctors with LiveHealth Online can evaluate your symptoms and provide a treatment plan for common conditions. These include eye and ear infections, the flu, colds, sinus and allergy problems, and possible signs of COVID-19. When needed, the doctor also can send a prescription to your pharmacy.<sup>1</sup>

### Why would I use LiveHealth Online instead of going to visit my doctor in person?

LiveHealth Online isn't meant to replace your primary care doctor. Instead, it offers a way to receive nonemergency care when your doctor isn't available or when staying home is a safer or more convenient option. During the COVID-19 pandemic, this also allows you to receive care while limiting your exposure to others.

**LIVEHEALTH ONLINE IS NOT FOR EMERGENCY CARE.  
IF YOU HAVE AN EMERGENCY, CALL 911.**



**LiveHealth**  
ONLINE

## When are doctors available on LiveHealth Online?

Doctors are available 24/7 — including holidays.

## How does LiveHealth Online work?

To use LiveHealth Online:

- Visit [livehealthonline.com](https://livehealthonline.com) from a computer with a camera, or download the LiveHealth Online app to your smartphone or tablet.
- Select **Sign up** and follow the instructions to create an account.
- When you need to see a doctor, log in and select the state you are in, choose a doctor, and answer a few questions.<sup>2</sup> Within minutes, you will be connected with a doctor and can talk as if you were in a private exam room.

Using your account, you can:

- Quickly connect with doctors the next time you need care.
- Record your visit and store it as a secure and confidential file, along with your personal and health information.
- Allow a doctor on LiveHealth Online to view your stored health information prior to a visit.
- Access your medical records for your own reference, or to share with your primary care doctor.

## How much does it cost to use LiveHealth Online?

Your plan covers the cost of most LiveHealth Online visits. **You have no (\$0) copay for medical or behavioral health visits through LiveHealth Online.** The cost of a prescription, if you need one, is not included and additional charges may apply. Check your plan for prescription benefits.

## Will I be charged more if I use LiveHealth Online overnight or on a weekend or holiday?

No. Your plan has a \$0 copay, so it doesn't matter if you use LiveHealth Online at night, on a weekend, or a holiday for medical or behavioral health visits.

## How do I pay for a LiveHealth Online visit?

If you utilize services besides medical or behavioral health visits, you may incur charges. You can use American Express, Visa, Mastercard, or Discover cards, as well as PayPal, to pay for your visit.

## Can I download an app for LiveHealth Online?

Yes, search for LiveHealth Online in the App Store<sup>®</sup> or on Google Play<sup>™</sup>. To learn more, go to [livehealthonline.com](https://livehealthonline.com) and select **FAQ** in the top right corner.

## What type of computer do I need to use LiveHealth Online?

You'll need a computer with a camera, or a smartphone or tablet, as well as a high-speed internet connection. To learn what computer hardware and software you need, go to [livehealthonline.com](https://livehealthonline.com) and select **FAQ** in the top right corner.

## Can doctors with LiveHealth Online access my health information?

You can allow doctors to access your health information by logging into your account at [livehealthonline.com](https://livehealthonline.com) or through the app. Choose **My Records** and make your desired selections. You can also view your health records and summaries of past visits through the *My Records* page.

## How long is a LiveHealth Online visit?

A typical LiveHealth Online visit with a doctor lasts about 10 minutes.

## Can I visit with a doctor at LiveHealth Online if I'm traveling or in another state?

Yes. When you are logged in to [livehealthonline.com](https://livehealthonline.com) or using the app, select the state you're in under *My Location*. You will only see doctors licensed to treat you in that state. Don't forget to change your state back when you are home.

## What if I still have questions about LiveHealth Online?

We're here to support you. Email [customersupport@livehealthonline.com](mailto:customersupport@livehealthonline.com) or call toll free at 888-548-3432.



<sup>1</sup> Prescription availability is defined by physician judgment.

<sup>2</sup> Select a doctor licensed to practice in the state where you're physically located. If that doctor is seeing another patient, you can choose to go to an online waiting room or you can select another doctor who is available at that moment.

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

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