

LiveHealth Online

Gives your employees easy and convenient access to the care they need.

Using LiveHealth Online, your employees can see a board-certified doctor or licensed therapist through live video on their smartphone, tablet or computer with a webcam. LiveHealth Online is quick, easy to use and will help your employees get the care they need when they need it. All they have to do is sign up online or use the free mobile app to access:



Board-certified doctors.

English speaking doctors are available on demand 24/7 with no appointments or long wait times! Doctors on LiveHealth Online can assess an employee's condition, give medical advice and even send prescriptions to the pharmacy of their choice, if needed.¹

Using Cuidado Medico on LiveHealth Online members can visit with a Spanish speaking board-certified doctor by appointment 7 days a week.



Licensed therapists.

If they're feeling anxious or have trouble coping on their own, employees can talk with a therapist online. In most cases, they can set up a visit and see a therapist in four days or less.²

LiveHealth Online helps your employees feel better faster

Encouraging early registration will lead employees to use LiveHealth Online in their time of need. In fact 30% of people who register go on to have a visit within the same year!

Use the LiveHealth Online Quick Start Guide to access our 3 step promotion plan!

Anthem

LiveHealth
ONLINE

¹ Prescriptions availability is defined by physician judgment.

² Appointments subject to availability of a therapist.

³ Based on LiveHealth Online utilization trends from top 30 national clients.

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.

Online counseling is not appropriate for all kinds of problems. If you are in crisis or have suicidal thoughts, it's important that you seek help immediately. Please call 1-800-764-7433 (National Suicide Prevention Lifeline) or 911 and ask for help. If your issue is an emergency, call 911 or go to your nearest emergency room. LiveHealth Online does not offer emergency services.

Anthem Blue Cross and Blue Shield is the trade name of: In Colorado: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. Copies of Colorado network access plans are available on request from member services or can be obtained by going to anthem.com/co/networkaccess. In Connecticut: Anthem Health Plans, Inc. In Georgia: Blue Cross Blue Shield Healthcare Plan of Georgia, Inc. In Indiana: Anthem Insurance Companies, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 20 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RHC), Health Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIF and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIF and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. Also HMO Nevada, Inc. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. HMO plans are administered by Anthem Health Plans of New Hampshire, Inc. and underwritten by Methuen Therapies Health Plan, Inc. In Ohio: Community Insurance Company, Inc. In Virginia: Anthem Health Plans of Virginia, Inc. In New Hampshire: Anthem Blue Shield of Virginia, and its service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI), underwrites or administers PPO and indemnity policies and underwrites the out-of-network benefits in POS policies offered by CompCare Health Services Insurance Corporation (CompCare) or Wisconsin Collaborative Insurance Corporation (WCIC). CompCare underwrites or administers HMO or POS policies; WCIC underwrites or administers Health Priority HMO or POS policies. Independent licensees of the Blue Cross and Blue Shield Association, ANTHEM is a registered trademark of Anthem Insurance Companies, Inc.

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Frequently asked questions

What is LiveHealth Online?

With LiveHealth Online, you have a doctor by your side 24/7. LiveHealth Online lets you talk face-to-face with a doctor through your mobile device or a computer with a webcam. No appointments, no driving and no waiting at an urgent care center.

Use LiveHealth Online for common health concerns like colds, the flu, fevers, rashes, infections, allergies and more! It's faster, easier and more convenient than a visit to an urgent care center.

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

LiveHealth Online is not meant to replace your primary care physician. It's a convenient option for care when your physician is not available. LiveHealth Online connects you with a board-certified doctor in just a couple of minutes. Plus, you can get a LiveHealth Online visit summary from the *MyHealth* tab to print, email or fax to your primary doctor.

LiveHealth Online should not be used for emergency care. If you experience a medical emergency, call 911 immediately.

When is LiveHealth Online available?

Doctors are available on LiveHealth Online 24/7, 365 days a year.

Is there a LiveHealth Online app that I can download to my smartphone?

Yes, to use a mobile device, search for LiveHealth Online in the App Store® or on Google Play™. To learn what mobile devices are supported and get instructions, go to livehealthonline.com and select **Frequently asked questions** under the *How it works* tab.

Do doctors have access to my health information?

Sometimes — it depends on whether or not you set up an account. With a LiveHealth Online account, you can allow doctors to access and review your health information from past visits. Also, to help keep track of your own health information, you can self-report it at livehealthonline.com. Once you sign in, go to the *MyHealth* tab and then select **Health Record**.

How does LiveHealth Online work?

When you need to see a doctor, simply go to livehealthonline.com or access the LiveHealth Online mobile app. Select the state you are located in and answer a few questions.

Establishing an account allows you to securely store your personal and health information. Plus, you can easily connect with doctors in the future, share your health history and schedule online visits at times that fit your schedule.

Once connected, you can talk and interact with the doctor as if you were in a private exam room.

How long does a LiveHealth Online session with a doctor usually last?

A typical LiveHealth Online session lasts about 10 minutes.

How much does it cost to use LiveHealth Online?

For members and dependents covered by the Fund, online visit is covered at 100% by the Fund. NO CREDIT CARD IS REQUIRED.

Will I be charged more if I use LiveHealth Online on weekends, holidays or at night?

No, the cost is the same.

Can I get online care from a doctor if I'm traveling or in another state?

Yes, just make sure to select the state you're in under *My Location* and you'll only see doctors licensed to treat you in that state. Don't forget to change your state back when you get home.

Why do some states offer prescriptions after my visit and other states don't?

Some state laws and regulations require a face-to-face visit before allowing prescriptions. Every state is different. The laws may change, so check the LiveHealth Online Availability page to see if there have been changes in your state.

Please note that doctors using LiveHealth Online are not able to prescribe controlled substances or lifestyle drugs.

Do I have what I need to access doctors through LiveHealth Online?

You will need high-speed Internet access, a webcam or built-in camera with audio capability. To learn what computer hardware and software you need, go to livehealthonline.com and select **Frequently asked questions** under the *How it works* tab.

Who do I get in touch with if I still have questions?

You can email, customersupport@livehealthonline.com or call toll free at 1-855-603-7985.

If you send us an email, please be sure to include:

- Your name.
- Your email
- A phone number where you can be reached



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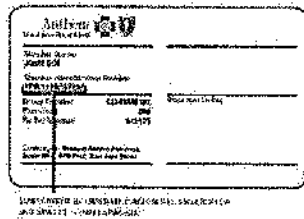
Before paying \$59 for a LiveHealth Online visit...



Check the following:

- Did I choose "Anthem Blue Cross and Blue Shield" as my Health Insurance?

- Did I enter my Member ID as listed on my Anthem ID card?



- Did I choose the Primary Subscriber correctly?

Note: The Primary Subscriber is the person whose name is on the left hand side of the card above the Member ID (a.k.a. the "enrollee"). If the patient is not the primary subscriber, you must click "no" and fill out the primary subscriber's information.

- Did I enter the Primary Subscriber name and date of birth correctly?

- Did I enter the patient's name and date of birth correctly?

If all of the above are true and you are still being asked to pay a copay, please call LiveHealth Online at 855-603-7985 for assistance (24/7) before paying \$59.

The cost should be \$0 if all information is entered correctly.