

# At home or on the go, see a doctor or therapist

Using LiveHealth Online, you can have a private video visit on your smartphone, tablet or computer.

When you're not feeling well, you want to feel better fast. Or, you may be feeling anxious or having trouble coping on your own and need some support. LiveHealth Online lets you stay home and have a video visit with a board-certified doctor or licensed therapist on your smartphone, tablet or computer.

## By using LiveHealth Online, you can

- **See a board-certified doctor in a few minutes with no appointment.** Doctors are available 24/7 to assess your condition and, if it's needed, they can send a prescription to your local pharmacy.<sup>1</sup> When your own doctor isn't available, use LiveHealth Online if you have pinkeye, a cold, the flu, a fever, allergies, a sinus infection or another common health condition.
- **Use your Employee Assistance Program (EAP) to see a therapist at no extra cost.** With Employee Assistance Program, you can talk privately with a licensed therapist using LiveHealth Online. Just call **800-865-1044** to get your coupon code and details to make your first appointment.
- **Make an appointment with a licensed therapist in four days or less.**<sup>2</sup> You can have a video visit with a therapist from home, at work or on the go — evenings and weekend appointments are available too. Appointments can be scheduled online or over the phone at **1-888-548-3432** from 7 a.m. to 7 p.m., seven days a week. You can get help for anxiety, depression, grief, panic attacks and more.



## What will a visit cost?

Your Anthem plan includes benefits for video visits using LiveHealth Online, so you'll just pay your share of the costs — usually 3 Visits Free!\* for medical doctor visits, and a 45-minute therapy session usually costs the same as an office therapy visits. If you use your EAP benefit for counseling visits, there's no charge.

\*Only 2019 plans include the first 3 visits for FREE for non-HSA plans. After 3 visits, copay will be lower than PCP with a maximum of \$20.

**Bronze Plan members can take advantage of 3 FREE visits! After the 3rd FREE visit, the max copay will be \$20 for a LiveHealth Online visit.**

## Sign up for LiveHealth Online today – it's quick and easy

Go to [livehealthonline.com](https://livehealthonline.com) or download the app and register on your phone or tablet.



See a Spanish-speaking doctor with **Cuidado Médico** on LiveHealth Online

Anthem 

LiveHealth  
ONLINE

<sup>1</sup> Prescription availability is defined by physician judgment and state regulations. Visit the home page of [livehealthonline.com](https://livehealthonline.com) to view the service map by state.

<sup>2</sup> Appointments subject to availability of a therapist.

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 1-800-784-2433 (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.

If you're a retiree or have coverage that complements your Medicare benefits, your employer sponsored health plan may not include coverage for online visits using LiveHealth Online. Check your plan documents for details. You can still use LiveHealth Online, but you may have to pay the full cost of a visit. Online visits using LiveHealth Online may not be a covered benefit for HRA and HIA+ members.

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