



# LiveHealth Online

Have a virtual visit anytime, anywhere

Sometimes, you just need to check with a doctor to get quick care for a common health issue. Other times, you may feel anxious or have trouble coping on your own and need support. It helps to have options for care when you aren't feeling your best. Now, you can connect to care with LiveHealth Online. Have a live video visit with a board-certified doctor, psychiatrist, or licensed therapist using your smartphone, tablet, or computer with a camera.

## Use LiveHealth Online to:

**See a board-certified doctor in minutes with no appointment.** Doctors are available 24/7 to assess your condition and send a prescription to your local pharmacy, if needed.<sup>1</sup> When your primary doctor isn't available, use LiveHealth Online for symptoms such as pink eye, a cold, the flu, a fever, allergies, a sinus infection, or another common health condition.

**Have a visit with a board-certified psychiatrist within two weeks.**<sup>2</sup> You can see a psychiatrist using LiveHealth Online if you're 18 or older to help manage your medications.<sup>3</sup> Keep in mind they can't prescribe controlled substances or provide talk therapy. If you need to talk to someone, you can also make an appointment with a licensed therapist using LiveHealth Online.

**Make an appointment with a licensed therapist in four days or less.**<sup>2</sup> Get help for issues such as anxiety, depression, grief, and panic attacks, through a private video visit with a therapist when it fits your schedule — evenings and weekend appointments are available, too.

## Care for your health from the comfort of your home

- All you need is your smartphone, tablet, or computer with a webcam.
- Log in at [anthem.com/ca](https://www.anthem.com/ca) and click **LiveHealth Online** from your homepage to sign up or log in to LiveHealth Online.

## How much does a LiveHealth Online visit cost?

A visit is subject to your health plan's copay or coinsurance. Here's how it works for non-Medicare members:

Plan	Medical visit cost	Psychology* visit cost	Psychiatry* visit cost
UC Care	<ul style="list-style-type: none"> <li>First consult is free. \$20 each visit after that. To receive your free consult, please call Anthem Health Guide toll free at <b>844-437-0486</b> for more information.</li> </ul>	<ul style="list-style-type: none"> <li>First three consultations are free. \$20 each visit after that. To receive your free consult, please call Anthem Health Guide toll free at <b>844-437-0486</b> for more information.</li> </ul>	
Health Savings Plan	<ul style="list-style-type: none"> <li>\$59 until deductible is met. Once deductible is met, you pay 20%.</li> </ul>	<ul style="list-style-type: none"> <li>\$95 for a psychologist* or \$80 for a therapist until deductible is met. After your plan deductible is met, you pay 20%.</li> </ul>	<ul style="list-style-type: none"> <li>\$175 for the initial evaluation, then \$75 for each follow-up visit until deductible is met. After your plan deductible is met, you pay 20%.</li> </ul>
CORE	<ul style="list-style-type: none"> <li>\$59 until deductible is met. Once deductible is met, you pay 20%.</li> </ul>	<ul style="list-style-type: none"> <li>\$95 for a psychologist* or \$80 for a therapist until deductible is met. After your plan deductible is met, you pay 20%.</li> </ul>	<ul style="list-style-type: none"> <li>\$175 for the initial evaluation, then \$75 for each follow-up visit until deductible is met. After your plan deductible is met, you pay 20%.</li> </ul>

Here's how it works for Medicare members:

Plan	Medical, Psychology* and Psychiatry* visit cost
Medicare PPO with prescription drugs	<ul style="list-style-type: none"> <li>\$20 copay each visit. (This service is not covered by Medicare, but is covered by your UC plan).</li> </ul>
Medicare PPO without prescription drugs	<ul style="list-style-type: none"> <li>\$20 copay each visit. (This service is not covered by Medicare, but is covered by your UC plan).</li> </ul>
High Option Supplement to Medicare	<ul style="list-style-type: none"> <li>\$20 copay each visit. (This service is not covered by Medicare, but is covered by your UC plan).</li> </ul>

\* Psychiatrists are medical providers who graduate from medical school, have a year of medical internship, and have three years of residency in the assessment and treatment of mental health disorders. Psychiatrists can prescribe medication. Psychologists are not medical doctors, they have a doctoral degree in an area of psychology, the study of the mind and human behavior.

Note: Psychologists cannot prescribe medications.

Source: Psychology.org website: *The Differences Between Psychology and Psychiatry* (accessed August 2021) psychology.org.

## LiveHealth Online medical, psychiatry, and psychology at a glance

	LiveHealth Online Medical	LiveHealth Online Psychology	LiveHealth Online Psychiatry
<b>What kind of doctor can I see?</b>	<p>Doctors on LiveHealth Online are:</p> <ul style="list-style-type: none"> <li>• Board-certified with an average of 13 years practicing medicine.</li> <li>• Specially trained for online visits. <ul style="list-style-type: none"> <li>– Mainly primary care doctors, but also includes internists, family practitioners and emergency room (ER) doctors.</li> <li>– Able to prescribe medication in all states where the service is offered.<sup>1</sup></li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• This includes licensed therapists and psychologists who are specially trained for online visits.</li> <li>• They average at least 10 years of experience.</li> <li>• These therapists and psychologists can't prescribe medication.</li> </ul> <p>Before you start, you can read profiles of therapists and psychologists. Once you select the one you would like to see, schedule a visit online or by phone. At the end of the first visit, you can set up future visits with the same therapist if both of you feel it's needed. You always have the choice of which therapist you want to see.</p>	<p>Psychiatrists on LiveHealth Online are part of your plan. They're board-certified doctors who specialize in psychiatry. They can provide medical evaluation, medication management, and assessment. Each psychiatrist is licensed to practice in the state where they appear to the member and trained in online prevention and treatment techniques.</p> <p>There will be initial evaluation appointments and follow-up visits available for medication review, if needed.</p>
<b>What do I need to do to access care?</b>	<ul style="list-style-type: none"> <li>• When you need to see a doctor, log in at <a href="https://www.anthem.com/ca">anthem.com/ca</a> and click <b>LiveHealth Online</b> from your homepage to sign up, or log in to LiveHealth Online. Select the state you're calling from and answer a few questions.</li> <li>• LiveHealth Online is available 24/7 in all 50 states.</li> </ul>	<ul style="list-style-type: none"> <li>• Log in at <a href="https://www.anthem.com/ca">anthem.com/ca</a> and click <b>LiveHealth Online</b> from your homepage to sign up, or log in to LiveHealth Online. Select <b>LiveHealth Online Psychology</b> and choose the therapist or psychologist you'd like to see.</li> <li>• You can also call LiveHealth Online toll free at <b>844-784-8409</b> from 7 a.m. to 11 p.m. (from any time zone).</li> <li>• You'll get an email confirming your appointment. Online scheduling is available 24/7, and you can schedule an appointment at any time.</li> </ul>	<ul style="list-style-type: none"> <li>• Log in at <a href="https://www.anthem.com/ca">anthem.com/ca</a> and click <b>LiveHealth Online</b> from your homepage to sign up, or log in to LiveHealth Online. Select <b>LiveHealth Online Psychiatry</b> and choose the psychiatrist you'd like to see.</li> <li>• You can also call LiveHealth Online toll free at <b>844-784-8409</b> from 7 a.m. to 11 p.m. (from any time zone).</li> <li>• You'll get an email confirming your appointment. Online scheduling is available 24/7, and you can schedule an appointment at any time.</li> </ul>
<b>When should I use LiveHealth Online?</b>	<p>LiveHealth Online is a great option for care when your doctor isn't available and is more convenient than a trip to the urgent care. With LiveHealth Online, you can receive medical care for things like:</p> <ul style="list-style-type: none"> <li>• Cold and flu symptoms, such as a cough, fever, and headaches.</li> <li>• Allergies.</li> <li>• Sinus infections.</li> </ul> <p>LiveHealth Online does not replace a primary care doctor.</p>	<p>You can see a psychologist or therapist for:</p> <ul style="list-style-type: none"> <li>• Stress.</li> <li>• Anxiety.</li> <li>• Depression.</li> <li>• Family or relationship issues.</li> <li>• Grief.</li> <li>• Panic attacks.</li> <li>• Stress from coping with an illness.</li> </ul> <p>Psychologists and therapists using LiveHealth Online don't prescribe medications.</p>	<p>You can see a psychiatrist for:</p> <ul style="list-style-type: none"> <li>• Depression.</li> <li>• Bipolar disorder.</li> <li>• Anxiety.</li> <li>• Obsessive Compulsive Disorder (OCD).</li> <li>• Post-Traumatic Stress Disorder (PTSD).</li> <li>• Postpartum depression.</li> </ul> <p>Controlled substances can't be prescribed through an online visit. The psychiatrist may refer you back to a primary care physician or office-based psychiatrist, if a prescription for a controlled substance is needed. Psychiatrists can't offer counseling or talk therapy.</p>
<b>How long will it be until I can see a doctor?</b>	<p>Doctors are available 24/7, so you can expect to see one in about 10 minutes. Visits typically last about 10 minutes.</p>	<p>Psychology services are by appointment. Usually, you'll be able to see a psychologist or therapist within four days.<sup>2</sup> Evening and weekend appointments are available, and a visit typically lasts about 45 minutes.</p>	<p>Psychiatry services are by appointment. Usually, you'll be able to see a psychiatrist within two weeks or less.<sup>2</sup> Evening and weekend appointments are available. The initial visit typically lasts about 50 minutes; follow-up visits last about 15 minutes.</p>
<b>Is LiveHealth Online available everywhere and can anyone use it?</b>	<p>Available in all 50 states. Must be 18 years old (if visit is for a minor, minor and parent must both appear on screen for the visit). Must also be a resident of the United States.</p>	<p>Available in all 50 states. Must be 18 years old to set up an account. However, children ages 10 to 17 can be seen through a parent/guardian's account. Must also be a resident of the United States.</p>	<p>Available in all 50 states. Must be 18 years old to use LiveHealth Online Psychiatry. Must also be a resident of the United States.</p>

### How does LiveHealth Online work?

When you need to see a doctor, simply register by logging in at [anthem.com/ca](https://www.anthem.com/ca) and click **LiveHealth Online** from your homepage to sign up, or log in to the LiveHealth Online app. Select the state you're located in and answer a few questions. Creating an account allows you to securely store your personal and health information. Plus, you can 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.

Once your visit is over, LiveHealth Online can send information about your visit to your regular doctor, with your consent.

### Who is LiveHealth Online available to?

LiveHealth Online is available to University of California employees, retirees, and their families who are members enrolled in a UC PPO plan, including those with Medicare.

### What do I need to access LiveHealth Online?

You will need high-speed internet access and a webcam or built-in camera with audio capability.

### Can I get online care 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 providers licensed to treat you in that state. Remember to change your state back when you return home.

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

LiveHealth Online accepts Visa, MasterCard, and Discover as payment. You may also use your flexible spending account (FSA) or health savings account (HSA) debit card. Keep in mind that prescriptions aren't included in the cost of your doctor visit.

### How do I access LiveHealth Online from a computer?

You can access LiveHealth Online using a computer with a webcam. To get started, log in at [anthem.com/ca](https://www.anthem.com/ca) and click **LiveHealth Online** from your homepage to sign up, or log in to the LiveHealth Online app.

### How do I access LiveHealth Online on a mobile device?

You can access LiveHealth Online from your Android or iOS mobile device using the native app. Visit Google Play™ or the App Store® to locate the app for your service. Download the app, open it, and follow the instructions to get started. To support two-way video visits, your device must have a front-facing camera.



### Do you have questions?

You can email [help@livehealthonline.com](mailto:help@livehealthonline.com) or call toll free at **888-548-3432**.



Online counseling is not appropriate for all kinds of issues. If you are in crisis or have suicidal thoughts, it's important that you seek help immediately. Please call **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.

1. Prescription availability is defined by physician judgment.

2. Appointments subject to availability of a therapist or psychiatrist. If attempting to set an appointment with a specific doctor, you may need to wait longer than the two-week or four-day average noted above.

3. Prescriptions determined to be a "controlled substance" (as defined by the Controlled Substances Act under federal law) cannot be prescribed using LiveHealth Online. Psychiatrists on LiveHealth Online will not offer counseling or talk therapy.

4. LiveHealth Online is only available to members that reside in one of the 50 states.

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

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