Anthem BlueCross · LiveHealth ONLINE

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. Its 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?

$0 for Bronze and Modern Care Members.

~~The cost for an online doctor visit is just $49 if you don't have a health plan, if your plan doesn't cover online visits or if you haven't met your plan's deductible. If your health plan covers these visits, you may owe less.~~ Either way, you will always see what you owe before you begin a visit.

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

No, the cost is the same.

How do I pay for a LiveHealth Online session?

LiveHealth Online accepts Paypal, American Express, Visa, MasterCard and Discover cards as payment for an online doctor visit. Keep in mind that charges for prescriptions aren't included in the cost of your doctor visit. Remember, there is a $0 copay effective 10/1/17.

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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How to use LiveHealth Online
on your computer and mobile device

How to access LiveHealth Online on your computer

You can access LiveHealth Online using a computer with a webcam. Simply visit livehealthonline.com to get started.

What you need

To enjoy the best experience on LiveHealth Online, make sure you have:

- High-speed Internet access
- A bandwidth of 500 kbps (1 Mb/s is best)
- A webcam or built-in camera
- Audio capability

Browser

Next, make sure you are using the right browser. LiveHealth Online works on:

- **Google Chrome** (latest version recommended; one version prior supported). Visit: http://www.google.com/chrome
- **Mozilla Firefox*** (latest version recommended; one version prior supported). Visit: https://www.mozilla.org/en-US/firefox/new/
- **Microsoft Internet Explorer** (PC ONLY: minimum v9.0; maximum v11). Visit: http://windows.microsoft.com/en-us/internet-explorer/download-ie
- **Safari** (Mac ONLY: latest version recommended; one version prior supported). Visit: https://support.apple.com/downloads/safari

Also, in your settings, turn on:

- JavaScript
- Cookies

Software

Before your visit, make sure you have the right software, too. LiveHealth Online works on:

- Windows (XP, Vista, 7 and 8)
- Macintosh OS X (10.6 or later)

Linux OS (including Chromebook devices) are not supported. Finally, you will need:

- **Adobe Flash Plug-in** (10.1 or later) Visit https://get.adobe.com/flashplayer/
- **Adobe Reader** (7 or later) Visit https://get.adobe.com/reader/

Firefox users must have the latest version of flash installed.

To get started

Once you have everything you need, close all other programs, such as:

- WebEx
- Skype
- GoToMeeting

These programs can interfere with LiveHealth Online.

Next, it's easy to start talking to a doctor:

- Go to livehealthonline.com.
1. Select **Sign Up** if you don't have an account.
2. Select **Login** if you do have an account.
3. Search for a doctor in your area.
4. Fill out information about yourself and your health issue.

How to access LiveHealth Online on your mobile device

You can access LiveHealth Online from your Android or iOS mobile device using the native app. Simply visit Google Play™ or the Apple StoreᔚM to locate the app for your service. Download the app and follow the instructions to get started! LiveHealth Online is not currently available using the Web browser on your mobile device.

Device requirements

To use your mobile device, ensure that your device meets the requirements below:

- Online Care app installed (see above)
- To support two-way video visits, your device must have a front-facing camera
- Operating System — **iOS (v7.0 or later required):**
  - iPhone 4S or later
  - iPad 2 or later, iPad Mini or iPad Air
  - iPod Touch fifth generation
- Operating System — **Android (Gingerbread v2.3.3 or above):**
  - Android phone
  - Android tablet
  - Not supported: HTC myTouch and PantechP9070

Where to go for help

Call the Customer Support Call Center 24/7 at 1-855-603-7985 whenever you need help.