



LiveHealth Online

Sometimes you just need to check with a doctor to get quick care for a common health issue. Or, you may feel anxious or have trouble coping on your own and need some support. LiveHealth Online lets you have a video visit with a board-certified doctor or licensed therapist from home, work or anywhere in the United States where there is an internet connection.

Use LiveHealth Online to:

See a board-certified doctor in a few minutes with no appointment. Doctors are available 24/7 to assess your condition and send a prescription to your local pharmacy, if needed.¹ When your own doctor isn't available, use LiveHealth Online if you have pink eye, a cold, the flu, a fever, allergies, a sinus infection or another common health condition.

Consult a board-certified psychiatrist within two weeks.² You can see a psychiatrist using LiveHealth Online if you're 18 or older to help manage your medications.³ But 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 therapist using LiveHealth Online.

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

It's easy to get started with LiveHealth Online⁴

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

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How much does a LiveHealth Online Visit cost?

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"> First consult is free. \$20 per visit thereafter. To receive your free consult, please call Anthem Health Guide toll-free at 1-844-437-0486 for more information. 	<ul style="list-style-type: none"> First three consultations are free. \$20 per visit thereafter. To receive your free consults, please call Anthem Health Guide toll-free at 1-844-437-0486 for more information. 	
Health Savings Plan	<ul style="list-style-type: none"> \$49 until deductible is met. Once deductible is met, you pay 20%. 	<ul style="list-style-type: none"> \$95 for a psychologist* or \$80 for a therapist until deductible is met. After your plan deductible is met, you pay 20%. 	<ul style="list-style-type: none"> \$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%.
CORE	<ul style="list-style-type: none"> \$49 until deductible is met. Once deductible is met, you pay 20%. 	<ul style="list-style-type: none"> \$95 for a psychologist* or \$80 for a therapist until deductible is met. After your plan deductible is met, you pay 20%. 	<ul style="list-style-type: none"> \$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%.

Good news! Starting January 1, 2019, this service is now available to Medicare plan members as well.

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"> \$20 copay per visit. (This service is not covered by Medicare).
Medicare PPO without prescription drugs	<ul style="list-style-type: none"> \$20 copay per visit. (This service is not covered by Medicare).
High Option Supplement to Medicare	<ul style="list-style-type: none"> \$20 copay per visit. (This service is not covered by Medicare).

* 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: WebMD website: *Psychologist or Psychiatrist: Which Is Right for You?* (accessed September 2017) webmd.com.

LiveHealth Online medical, psychiatry and psychology at a glance

	LiveHealth Online Medical	LiveHealth Online Psychology	LiveHealth Online Psychiatry
What kind of provider can I see on LiveHealth Online?	<p>Doctors on LiveHealth Online are:</p> <ul style="list-style-type: none"> Board-certified with an average of 13 years of practicing medicine. Specially trained for online visits. <ul style="list-style-type: none"> Mainly primary care doctors, but also includes internists, family practitioners and ER doctors. Able to prescribe in all states where the service is offered.¹ 	<ul style="list-style-type: none"> Providers include licensed therapists and psychologists and are specially trained for online visits. They average at least 10 years of experience. These providers can't prescribe medication. <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 the therapist you want to see.</p>	<p>Psychiatrists on LiveHealth Online are part of your plan. They're board-certified providers 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 prevention and treatment techniques online.</p> <p>There will be initial evaluation appointments and follow up visits available for medication review, if needed.</p>
What do I need to do to access care through LiveHealth Online?	<ul style="list-style-type: none"> When you need to see a doctor, simply log in at anthem.com/ca and choose Resources to sign up or log in to LiveHealth Online. Select the state you're calling from and answer a few questions. LiveHealth Online is available 24/7 in all 50 states. 	<ul style="list-style-type: none"> Log in at anthem.com/ca and choose Resources to sign up or log in to LiveHealth Online. Select LiveHealth Online Psychology and choose the provider you'd like to see. Or, call LiveHealth Online toll free at 1-844-784-8409 from 7 a.m. to 11 p.m. (from any time zone). You'll get an email confirming your appointment. Online scheduling is available 24/7, and you can schedule an appointment at any time day or night. 	<ul style="list-style-type: none"> Log in at anthem.com/ca and choose Resources to sign up or log in to LiveHealth Online. Select LiveHealth Online Psychiatry and choose the psychiatrist you'd like to see. Or, call LiveHealth Online toll free at 1-844-784-8409 from 7 a.m. to 11 p.m. (from any time zone). You'll get an email confirming your appointment. Online scheduling is available 24/7, and you can schedule an appointment at any time day or night.
When should I use LiveHealth Online?	<p>LiveHealth Online is a great option for care when your own 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"> Cold and flu symptoms, such as a cough, fever and headaches Allergies Sinus infections and more <p>LiveHealth Online does not replace a primary care physician.</p>	<p>You can see a psychologist or therapist for:</p> <ul style="list-style-type: none"> Stress Anxiety Depression Family or relationship issues Grief Panic attacks Stress from coping with a sickness <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"> Depression Bipolar disorder Anxiety Obsessive Compulsive Disorder (OCD) Post-Traumatic Stress Disorder (PTSD) Postpartum depression <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>
How long will it be until I can see a doctor?	<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 and usually you'll be able to see a psychologist or therapist within four days.² Evening and weekend appointments are available and a visit typically lasts about 45 minutes.</p>	<p>Psychiatry services are by appointment and usually you'll be able to see a psychiatrist within two weeks or less.² Evening and weekend appointments are available. The initial visit typically lasts about 50 minutes, follow-up visits last about 15 minutes.</p>
Is LiveHealth Online available everywhere and can anyone use it?	<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 10-17 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 choosing **Resources** to sign up, or log in to LiveHealth Online. 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 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 or provider 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 and their families who are members enrolled in a UC PPO plans, 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 get home.

How do I pay for a LiveHealth Online visit?

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

How to access LiveHealth Online from your 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 choose **Resources** to sign up or log in to **LiveHealth Online**.

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 App Store® to locate the app for your service. Download the app and follow the instructions to get started. To support two-way video visits, your device must have a front facing camera. LiveHealth Online is not currently available using the web browser on your mobile device.



Still have questions?

You can email help@livehealthonline.com or call toll free at **1-888-548-3432**.



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.

1 Prescription availability is defined by physician judgment.

2 Appointments subject to availability of a therapist or psychiatrist.

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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