

LiveHealth Online – Anthem PPO & HDHP

See a doctor or mental health professional right from home. Using LiveHealth Online, you can have a private video visit on your smartphone, tablet or computer.

When you're not feeling well you can get the support you need easily using LiveHealth Online. Whether you have a cold, you're feeling anxious or need help managing your medication, doctors and mental health professionals are right there, ready to help you feel your best. Using LiveHealth Online you can have a video visit with a board-certified doctor, a psychiatrist or licensed therapist from your smartphone, tablet or computer from home or anywhere.

You've got access to affordable and convenient care

Your Anthem plan includes benefits for video visits using LiveHealth Online. Starting January 1, 2021, LiveHealth Online visits are covered 100%. Please note that HDHP plan members will need to meet their plan deductible before the plan covers 100% of the cost share. LiveHealth Online visits are usually \$59 or less for medical doctor visits.

ON LIVEHEALTH ONLINE, YOU CAN:

See a board-certified doctor 24/7. You don't need an appointment to see a doctor. They're always available to assess your condition and send a prescription to the pharmacy you choose, if needed. It's a great option when you have pink eye, a cold, the flu, a fever, allergies, a sinus infection or another common health issue.

Visit a licensed therapist in four days or less. Have a video visit with a therapist to get help with anxiety, depression, grief, panic attacks and more. Schedule your appointment online or call **1-888-548-3432** from **8 a.m. to 8 p.m.**, seven days a week.

Consult a board-certified psychiatrist within two weeks. If you're over 18 years old, you can get medication support to help you manage a mental health condition. To schedule your appointment call **1-888-548-3432** from **8 a.m. to 8 p.m.**, seven days a week.

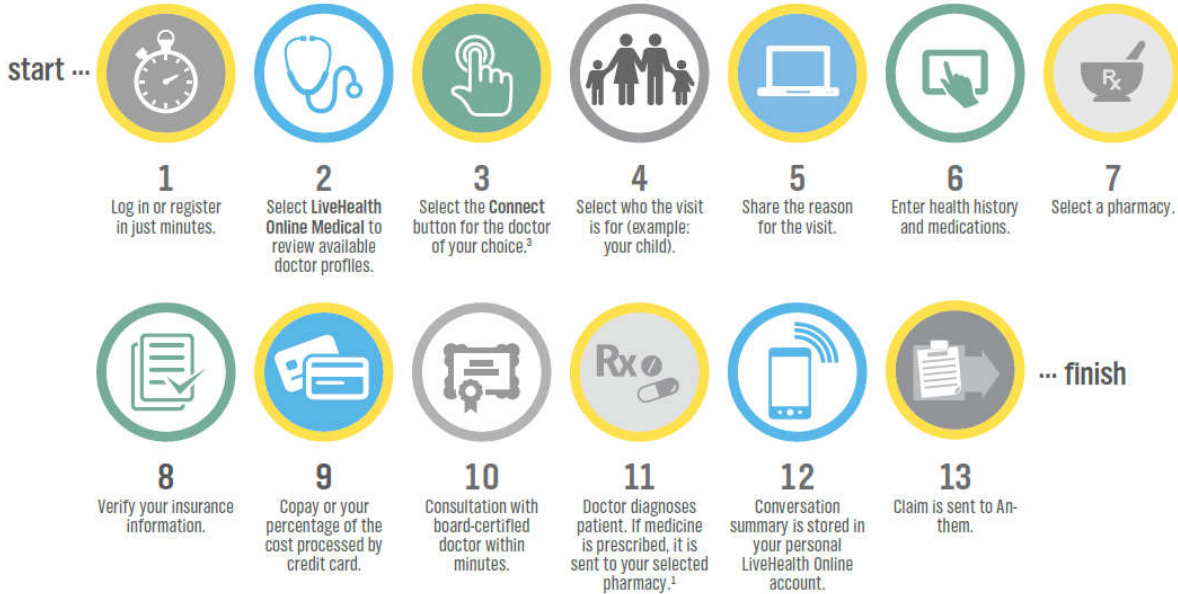
How to get started

Rather than waiting to sign up when you're not feeling well, register today so you're ready for a visit when you need one. To sign up, visit livehealthonline.com or download the free LiveHealth Online app to your mobile device. Next, you:

1. Choose **Sign Up** to create your LiveHealth Online account. Then enter information like your name, email address, date of birth and create a secure password.
2. Read the *Terms of Use* and check the box to agree.
3. Choose your location in the drop-down box of states.
4. Enter your birth date and choose your gender.
5. For the question "Do you have insurance?", select **Yes**. Be sure to have your Anthem member ID card handy to complete your insurance information. If you choose **No**, you can still enter your insurance information later.
6. For **Health Plan**, in the drop-down box, select **Anthem**.
7. For **Subscriber ID**, enter your identification number, which is found on your Anthem member ID card. Select **Yes** if you are the primary subscriber or **No** if you are not the primary subscriber.
8. Insert a service key if you have one. If you don't have a service key that's OK, this is optional and not required to register.
9. Select the green **Finish** button. **LiveHealth Online** Sign up today — so you're ready for a video visit when you need it

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How to use LiveHealth Online for a video visit with a doctor



1 Prescription availability is defined by physician judgment and state regulations.

The steps to set up an appointment with a therapist using **LiveHealth Online Psychology** are very similar to seeing a doctor. You need to select **LiveHealth Online Psychology** to see available therapists and schedule an appointment.

Questions? Call toll free at **1-888-LiveHealth (548-3432)** or email help@livehealthonline.com. If you send us an email, please include your name, email address and a phone number where we can reach you.

LiveHealth Online Visits are now \$0 copay for employees enrolled on the Anthem PPO \$1000 plan. In addition, employees enrolled on the Anthem HDHP plans will have a \$0 copay once they meet their deductible.