



Anthem Blue Cross and Blue Shield
 4361 Irwin Simpson Road
 Mason, OH 45040



**When you need to see
 a doctor or therapist,
 LiveHealth Online is here.**

1 Prescription availability is defined by physician judgment.
 2 Appointments subject to availability of a therapist. Members must be 10 years or older to see a therapist online and 18 years or older to see a psychiatrist online.
 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 If you still have questions about LiveHealth Online, send an email to customersupport@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 1-800-273-8255 (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.

LiveHealth Online is the trade name of Health Management Corporation, a separate company providing telehealth services on behalf of Anthem Blue Cross and Blue Shield. Anthem Blue Cross and Blue Shield is the trade name of Community Insurance Company. Independent licensee of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.



LiveHealth Online

It's easy to have a video visit with a doctor or therapist from the comfort of home — at no cost to you through December 31, 2021

Sign up today so it's ready when you need it.



Video visits bring the doctor, therapist or tobacco-free coaching to you

LiveHealth Online is an easy and efficient way to access the care and support you need during the COVID-19 pandemic or at any time. You can have a private and secure video visit with a doctor or therapist on your smartphone, tablet or computer with a webcam — without leaving home. You can also connect with a health coach who can help you stop smoking. **These visits are considered in-network and will not cost you anything through the rest of 2021. You also do not need to meet your deductible first to have these visits covered 100%.**

Once you sign up, you can:

- **See a board-certified doctor 24/7 — no appointment needed.**

When your own doctor isn't available, use LiveHealth Online for common health issues such as pink eye, colds, the flu, fever, sore throat, cough, allergies, sinus infections and other medical conditions. Doctors are available in about 10–15 minutes for advice, treatment and prescriptions, if needed.¹

If you are concerned about COVID-19, a doctor can assess your symptoms and help you understand if you are at risk. Then they will advise you if you should visit a local health care provider in person for COVID-19 testing.

- **Talk with a licensed therapist or psychologist in four days or less.²**

They can help with stress, anxiety, depression, grief, panic attacks, family issues and more

- **Consult a board-certified psychiatrist within two weeks.² If you are age 18 or older, you can receive medication support to help you manage a mental health condition.³**

- **Connect with a health coach to quit tobacco.** Your coach will help you overcome cravings and suggest tools to support a new tobacco-free lifestyle.

Telehealth visits through LiveHealth Online are available to you at no cost through December 31, 2021. This includes tobacco-free health coaching.



Set up your account today — it's quick and easy

Go to livehealthonline.com or download and register using the mobile app.⁴



Medical visits are available 24/7 and do not require an appointment. Psychology, psychiatry and health coaching appointments can be scheduled at livehealthonline.com, on the mobile app or by calling 1-888-548-3432, and are available from 7 a.m. to 11 p.m., seven days a week.