



Anthem



Receive virtual care from anywhere with LiveHealth Online

When you need care but can't get to the doctor's office, LiveHealth Online makes things simpler. It's a convenient way to find the help you need — whether you're at home or on the go.

LiveHealth Online is included with your Anthem plan. Medical visits cost a copay, and the costs for visits with a therapist or psychiatrist are similar to the cost for office mental health visits in your plan's network. To see how your plan covers these visits, log in at [anthem.com](https://www.anthem.com) and check your plan details or call Member Services at the number on your ID card.

Why LiveHealth Online?



Talk to a doctor, therapist, or psychiatrist from anywhere with an internet connection



Get expert help with nonemergency medical issues



Video visits are available seven days a week



Visit with a doctor for common medical conditions

Doctors at LiveHealth Online can see you anytime 24/7 — with no appointments or long wait times. They can assess your condition and send a prescription to your pharmacy, if needed.¹

It's a convenient way to get help with issues such as:

- Cold, flu, and fever
- Eye, ear, or urinary tract infections
- Headaches
- Minor rashes
- Sinus infections or allergies

Talk with a mental health specialist from home

If you're feeling anxious, depressed, or having a hard time coping with problems at home or work, you can talk to a therapist on LiveHealth Online in four days or less. You can also see a psychiatrist if you need support managing any mental health medications. They are available in two weeks or less.^{2,3}



Make an account today

Set up your LiveHealth Online account now so it's ready when you need it. Scan the QR code below with your phone's camera to download the LiveHealth Online app or go to **livehealthonline.com**. To see a Spanish-speaking doctor, go to **es.livehealthonline.com**.



If you have questions, call **888-548-3432**.

¹ Prescription availability is defined by physician judgment and state regulations. Go to livehealthonline.com to view the service map by state.

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.

In addition to using a telehealth service, you can receive in-person or virtual care from your own doctor or another healthcare provider in your plan's network. If you receive care from a doctor or healthcare provider not in your plan's network, your share of the costs may be higher. You may also receive a bill for any charges not covered by your health plan.

Online counseling is not appropriate for all kinds of problems. If you are in crisis or having suicidal thoughts, it's important that you seek help immediately. Please text, chat, or call 988 (Suicide and Crisis Lifeline) or 911 for help. If your issue is an emergency, call 911 or go to your nearest emergency room. LiveHealth Online does not offer emergency services.

LiveHealth Online is offered through an arrangement with Amwell, 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: In Colorado: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. Copies of Colorado network access plans are available on request from member services or can be obtained by going to anthem.com/co/networkaccess. In Connecticut: Anthem Health Plans, Inc. In Georgia: Blue Cross Blue Shield Healthcare Plan of Georgia, Inc. In Indiana: Anthem Insurance Companies, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc., dba HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. HMO plans are administered by Anthem Health Plans of New Hampshire, Inc. and underwritten by Matthew Thornton Health Plan, Inc. In Ohio: Community Insurance Company, In Virginia: Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield in Virginia, and its service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI), underwrites or administers PPO and indemnity policies and underwrites the out of network benefits in POS policies offered by Compcore Health Services Insurance Corporation (Compcore) or Wisconsin Collaborative Insurance Corporation (WCIC). Compcore underwrites or administers HMO or POS policies; WCIC underwrites or administers Well Priority HMO or POS policies. Independent licensees of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.