

See a doctor online, 24/7

Get quality care using LiveHealth Online



When you want to see a doctor or mental health professional from the comfort of home, LiveHealth Online is here for you. As one of your benefits with Anthem Blue Cross and Blue Shield (Anthem), this service helps you access care using your smartphone, tablet, or computer with a camera.

With LiveHealth Online, you can have a virtual visit with a:



Doctor, 24/7

You don't need an appointment and can usually be seen within 10 minutes for nonemergency issues, such as cold or flu symptoms, allergies and sinus infections, pink eye, and rashes. The doctor can go over your health, provide treatment options, and even send a prescription to your pharmacy, if needed.^{1,2}



Board-certified psychiatrist, usually within 14 days

A psychiatrist can evaluate your condition and provide medication management support, but does not offer talk therapy.^{1,3}



Psychologist or licensed therapist, usually within a few days

You can talk face-to-face about mental health concerns, such as depression, stress, anxiety, and coping with illness. Medication can't be prescribed.^{1,4}



Board-certified dermatologist, 24/7

Connect with a dermatologist for consultations, diagnosis, and treatment plans, including prescriptions sent to your pharmacy, if needed.



Frequently asked questions about LiveHealth Online

How do I pay for an online visit?

LiveHealth Online accepts Visa, Mastercard®, Discover, and American Express cards.

Charges for prescriptions aren't included in the cost of your visit.

Can LiveHealth Online provide a doctor's note for work or school?

Yes. During your video visit, tell your doctor you need a sick slip. The slip will include the date of the visit, a recommended date of return for work or school, and any activity restrictions.

To keep a copy:

1. Log in from your device.
2. Select your inbox (the envelope icon).
3. Choose the notification email associated with the visit.
4. View the slip as a PDF or Word file under *Attachments*.

You can't access sick slips through the LiveHealth Online app.

How do I schedule a LiveHealth Online appointment with a mental health professional?

1. Download the no-added-cost LiveHealth Online app or visit livehealthonline.com to sign up or log in.
2. Choose **LiveHealth Online Psychiatry** or **LiveHealth Online Psychology**.
3. Select who you would like to see by reviewing each care provider's educational background and area of focus.
4. Choose a day and time that works best for your schedule.
5. You can also make an appointment by calling 888-548-3432.

How do I decide which mental health professional to see?

1. Log in to the app or livehealthonline.com and select **LiveHealth Online Psychiatry** or **LiveHealth Online Psychology**.
2. View profiles of available psychiatrists, psychologists, and therapists.
3. Once you find the best match, schedule a visit.
4. At the end of your first visit, you can set up future appointments with the same care provider or search for a new one.

What else do I need to know about LiveHealth Online Psychiatry and LiveHealth Online Psychology?

- You must be at least 18 years old to see a psychiatrist online.
- Children ages 10 to 17 can see a psychologist or therapist online but must be added to a parent's or guardian's LiveHealth Online account first.
- You'll receive an appointment reminder email 15 minutes before your scheduled time.

Get started today

Give yourself and your loved ones a care option from the comfort of home. It only takes a few minutes to register on livehealthonline.com or download the app at Google Play™ or the App Store®.



1. Appointments are subject to the availability of a therapist. Online counseling is not appropriate for all kinds of issues. If you are in crisis or having suicidal thoughts, it is important that you seek help immediately.

Please text, chat, or call 988 (Suicide and Crisis Lifeline), or 911 for help. If your matter is an emergency, call 911 or go to your nearest emergency room. LiveHealth Online does not offer emergency services.

2. Prescription availability is defined by physician judgment.

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. Psychologists or therapists using LiveHealth Online cannot prescribe medications.

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.

LiveHealth Online is offered through an arrangement with Amwell, a separate company, providing telehealth services on behalf of your health plan.

Anthem Blue Cross and Blue Shield is the trade name of Blue Cross Blue Shield of Wisconsin (BCBSWI) and CompCare Health Services Insurance Corporation. BCBSWI underwrites or administers PPO and indemnity policies and underwrites the out of network benefits in POS policies offered by CompCare. Independent licensees of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.