

LiveHealth Online

Visit with a doctor, therapist, or psychiatrist online

With LiveHealth Online you can visit with a doctor or mental health professional at any time, day or night. Access nonemergency care from anywhere using a smartphone, tablet, or computer with a camera. You don't even need an appointment.

LiveHealth Online connects you to doctors and other care providers who can:

- Review your health history (if you allow access).
- Assess your symptoms.
- Recommend testing or provide a treatment plan for common health conditions such as eye and ear infections, colds, the flu, and sinus and allergy problems.
- Prescribe basic medications, when needed.*
Please note: The cost of your prescription is not included in the cost of the visit.

Your visit and health information will always be kept confidential and secure.

Register now for faster care later

Sign up for LiveHealth Online when it's convenient for you, so you can connect to care more quickly when you need it. **Each member over 18 is required to have their own account.**

1. Download the free app from the [App Store®](#) or [Google Play™](#) or visit livehealthonline.com.
2. Choose **Sign up**.
3. Create an account by following the directions and using the member ID number exactly as it appears on your Anthem card. When asked, choose **Anthem Blue Cross and Blue Shield**.



How to visit with a care provider at LiveHealth Online

After creating an account, it takes just minutes to connect with a care provider whenever you need nonurgent advice or care.

1. Go to the **LiveHealth Online app** or livehealthonline.com and choose **Log in**.
2. Select **Set Up New Visit**. Answer questions including who the visit is for (such as yourself or a child), and the reason for the visit. You will also be asked to make sure your address, medical history, allergies, insurance, and pharmacy information is correct.
3. Select **LiveHealth Online Urgent Care, Therapy, or Psychiatry** to choose a care provider or to start an urgent care visit.
4. Pay your copay or your percentage of the cost with a credit or debit card.
5. Visit with a doctor who will provide a treatment plan and submit a prescription, if needed, to the pharmacy you choose.

A summary of your visit will be stored in your personal LiveHealth Online account. A claim for the visit will automatically be sent to Anthem.



We're here to help

If you have questions or need help using LiveHealth Online, please call **888-LiveHealth** (888-548-3432) or email help@livehealthonline.com. When emailing, please include your name, email address, and phone number.



* Prescription availability is defined by physician judgment.

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

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