

Kentucky Employees' Health Plan (KEHP)

January 2025 Plan Perks

We are here for you.


LiveHealth Online

Access to care from anywhere



LiveHealth
ONLINE

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

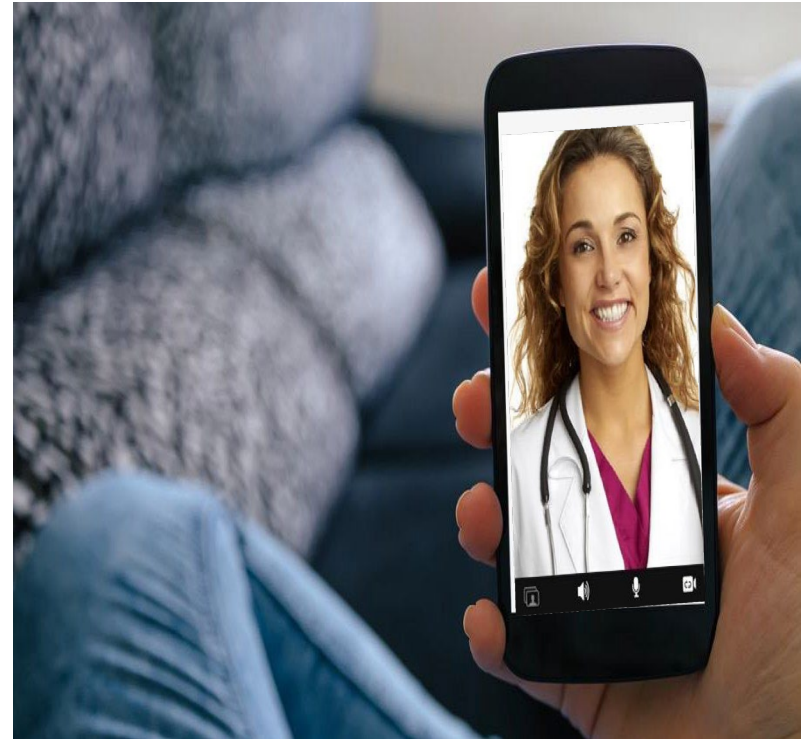
Anthem 



What is LiveHealth Online?

Easy and convenient access to get the care you need, when you need it most!

- Visit with an in-network board certified doctor 24 hours a day, 7 days a week, 365 days a year. Doctors can send prescriptions to the pharmacy you select if medically necessary.
- Talk to an in-network licensed therapist or board-certified psychiatrist by appointment 7 days a week including nights and weekends.
- There is no cost for the visits on LiveHealth Online for Kentucky Employees' Health Plan (KEHP) members that are covered by Anthem, except for the LivingWell High Deductible Health Plan.



LiveHealth Online goes where you go

Access LiveHealth Online via smart phone, tablet or computer

The LiveHealth Online app is available on both iOS and Android



Commonly Treated Medical Conditions

- Abrasions, minor wounds
- Acne
- Anxiety
- Asthma
- Allergies/allergic rhinitis
- Back pain
- Cough/Cold
- Depression
- Diabetes/hypoglycemia
- Diarrhea
- Ear pain
- Fever
- Headache/migraine
- Hypertension
- Incontinence
- Influenza/flu
- Insomnia
- Obesity
- Nausea
- Pinkeye and other eye infections
- Rashes/skin disturbances
- Sinus infection
- Smoking cessation
- Sore throat/pharyngitis
- Sprains and strains
- Tooth pain
- Urinary tract infection



Commonly Treated Behavioral Health Conditions

- Stress
- Anxiety
- Depression
- Relationship troubles
- Parenting issues
- Grief
- Panic attacks
- Coping with an illness
- Bipolar Disorder
- Obsessive Compulsive Disorder
- Post-Traumatic Stress Disorder



LiveHealth Online Psychiatry

Talk to a board-certified psychiatrist to receive medication management support for common behavioral health conditions.

- Bipolar Disorder
- Obsessive Compulsive Disorder
- Post-Traumatic Stress Disorder
- Panic attacks
- Depression
- Anxiety

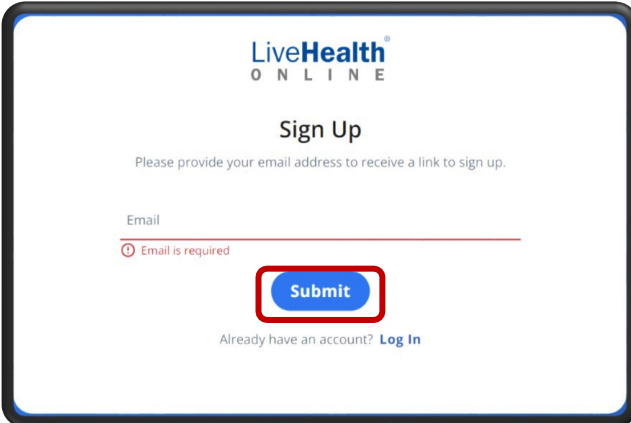
Online visits with a psychiatrist are by appointment only. Psychiatrists on LiveHealth Online can prescribe non-controlled prescription in many situations.



A woman with long dark hair is smiling and looking down, possibly at a smartphone or tablet. She is wearing a grey top. The background is slightly blurred, showing a window with a grid pattern. A blue banner is overlaid at the bottom of the image.

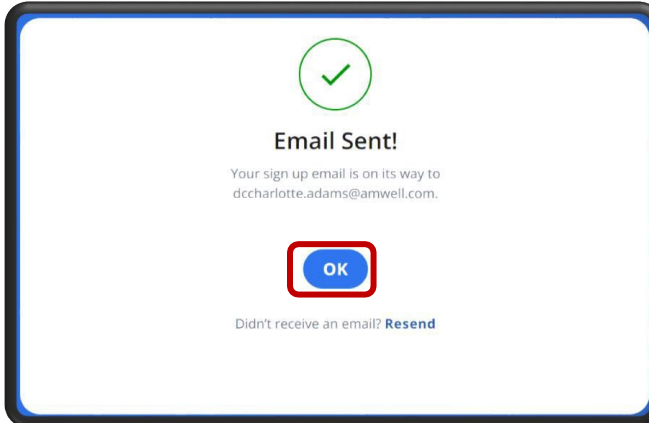
Activating your LiveHealth Online Account

Direct registration and confirmation of submission



The screenshot shows the 'LiveHealth ONLINE Sign Up' page. At the top is the 'LiveHealth ONLINE' logo. Below it is the heading 'Sign Up' and a subtext 'Please provide your email address to receive a link to sign up.' There is an 'Email' input field with a red error message 'Email is required' and a red circle icon. A blue 'Submit' button is highlighted with a red rectangle. At the bottom, it says 'Already have an account? Log In'.

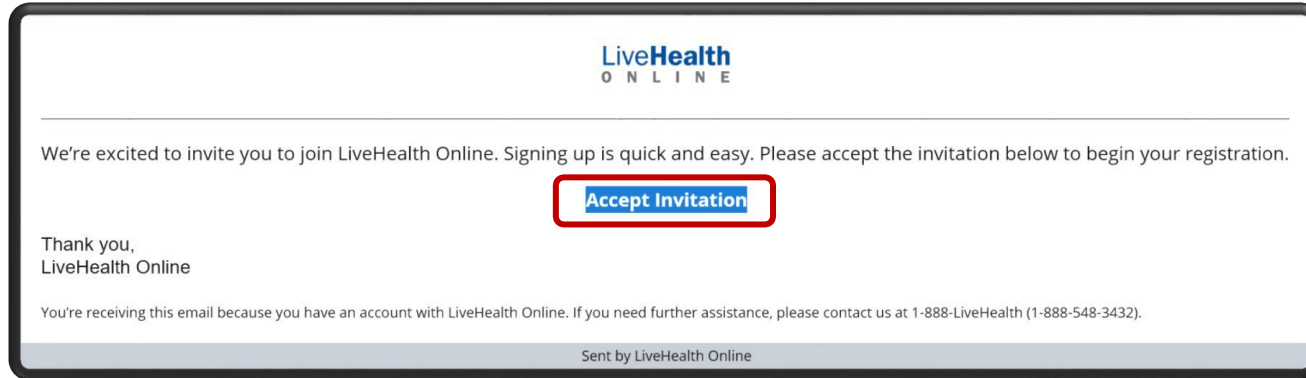
Enter email and select 'Submit'



The screenshot shows the 'Email Sent!' confirmation screen. At the top is a green checkmark icon. Below it is the heading 'Email Sent!' and a message 'Your sign up email is on its way to dccharlotte.adams@amwell.com.' A blue 'OK' button is highlighted with a red rectangle. At the bottom, it says 'Didn't receive an email? Resend'.

Select OK and go to email inbox

Email confirmation: Accept invitation to begin registration



Reenter email address: Create username and password

LiveHealth
ONLINE

Sign Up

Please create a password for your account.

dccharlotte.adams@amwell.com

Username

Password

Your password must contain:

- At least 8 characters

LiveHealth
ONLINE

Keep Your Account Safe

Add another authentication method.

Google Authenticator or similar

Phone

Two-step authentication options

Enter personal information and set-up your visit

About You


Before we ask about your symptoms, we'd like to know more about you.

All fields are required unless listed as optional.

About Me

Legal first name

Preferred First Name (Optional)



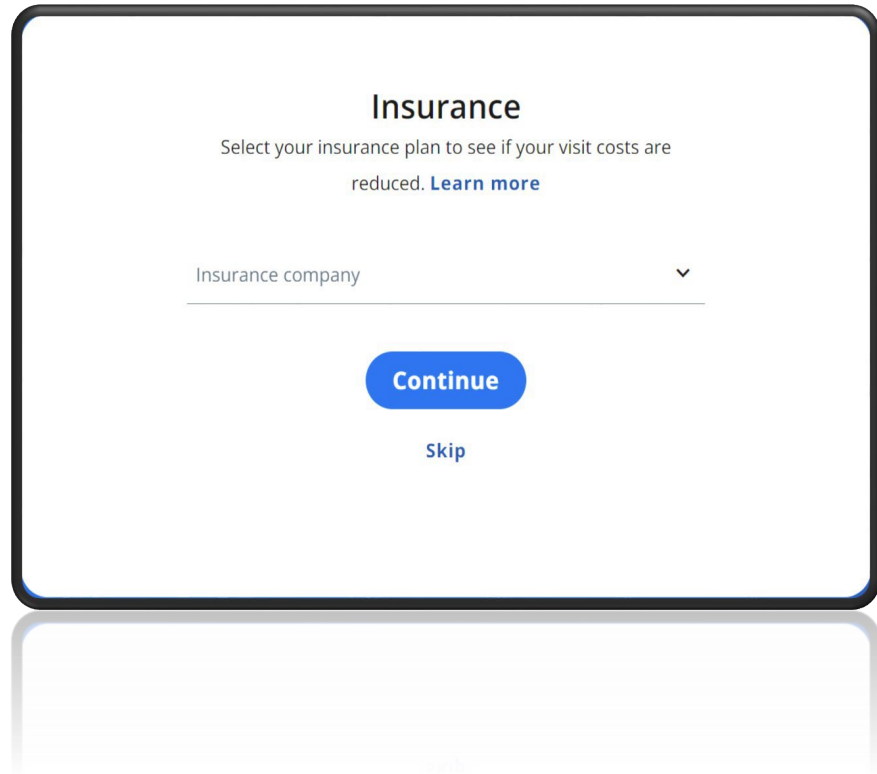
Let's get started, Charlotte!

To request care for Charlotte, tap the button below.

Set Up New Visit

Select insurance plan from drop down menu

- Please select “Anthem” from the drop-down box.
- Enter your name and member ID number exactly as it appears on your ID Card.
- The visits are covered in full on LiveHealth Online for KEHP members that are covered by Anthem for all KEHP benefit plans except for the LivingWell High Deductible Health Plan.



The screenshot shows a web interface for selecting an insurance plan. At the top, the heading "Insurance" is centered. Below it, a sub-header reads "Select your insurance plan to see if your visit costs are reduced." followed by a blue link "Learn more". A dropdown menu labeled "Insurance company" is shown with a downward arrow. Below the dropdown is a blue "Continue" button and a blue "Skip" link. The entire interface is enclosed in a rounded rectangle with a black border, which is reflected below it.



When signing in for a LHO medical or behavioral health visit, always select *continue* to enter the insurance information.

Insurance

Adding your health insurance information may reduce the cost of your visit and allow you access to additional care options and specialty services. [Learn more.](#)

Insurance company
Amerigroup DC

Member ID
12314566666

I am the primary subscriber. YES ☒

[Continue](#)

[Skip](#)

Add your dependents under the age of 18 to your profile

Who is the visit for:

- Add dependents under age 18 to your profile (parent must be present in video for online visit)
- Dependents over age 18 and spouses / partners will create their own profile

Who is this visit for?

We'll match them with the right type of clinician.

Me

Charlotte

+ Add Child

Continue

Continue

Dependent appears in list and is available for starting a visit

Who is this visit for?

We'll match them with the right type of clinician.

Me
Charlotte

Knox
DOB

[+ Add Child](#)

Enter location from which patient is completing the session


Why is this important?

- In case of an emergency the doctor will want to know where to send Emergency services to help.
- Your address will also be used to find the pharmacies in your area.
- Select a pharmacy in case a prescription is needed.

Where will you be located for this visit?

[How we use your location](#)

Street Address

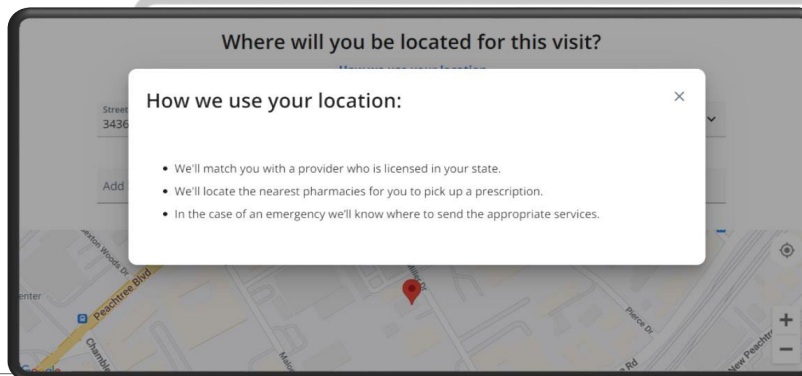


[Continue](#)

Where will you be located for this visit?

[How we use your location:](#)

- We'll match you with a provider who is licensed in your state.
- We'll locate the nearest pharmacies for you to pick up a prescription.
- In the case of an emergency we'll know where to send the appropriate services.



Select type of visit you would like to have

Care Category

What type of care do you need today?



Mental Health

Schedule a video visit with a licensed therapist or psychologist for talk therapy, or a board-certified psychiatrist for medication management.



Urgent Care

Board-certified doctors are available 24/7 to assess your symptoms and provide a treatment plan, including prescriptions to your pharmacy, if needed.

Choose the Urgent Care practice the best fits your needs

Urgent Care

Board-certified doctors are available 24/7 to assess your symptoms and provide a treatment plan, including prescriptions to your pharmacy, if needed.

LiveHealth Online Urgent Care

Urgent Care

Board-certified doctors are available 24/7 to assess your symptoms and provide a treatment plan, including prescriptions to your pharmacy, if needed.

LiveHealth Online Allergy

Allergy

Board-certified doctors are available 24/7 to assess your allergy symptoms and provide a treatment plan, including prescriptions to your pharmacy, if needed.

LiveHealth Online Cuidado Médico

Cuidado Medico

Los médicos hispanohablantes están certificados por la junta de doctores americanos y están disponibles en cualquier momento, sin cita o largos tiempos de espera. Ellos pueden evaluar sus síntomas rápidamente, crear un plan de tratamiento y enviar recetas a su farmacia, si es necesario.

Enter reason for the visit

Why is this important?

- Select the reason for your visits or type additional details related to your visits.
- You can upload a photo or additional information you want to share with the provider.


Reason for This Visit

Briefly describe why you're here today.

Add details for the provider

Cold/Flu

Add a photo (optional)



Tap here to upload files

Continue

Select a pharmacy and confirm your contact information

Choose your pharmacy

- Select a pharmacy in case a prescription is needed.
- You can choose a pharmacy close to home, work or while you are traveling.

Find a pharmacy

Enter a pharmacy address or search for ones in your area.

Search near
3436 Miller Dr, Chamblee, GA 30341, USA

Pharmacy search results.

☐ WALGREENS DRUG STORE #02359
5373 Peachtree Blvd, Chamblee, GA
[Details](#)

☐ Walmart Pharmacy 3621
1871 Chamblee Tucker Rd, Chamblee, GA
[Details](#)

Confirm contact information

When it's time, we'll send you an email and text message with a link to join the visit

Mobile Number

Edit

Email Address

@amwell.com

Edit

By giving your mobile number, you agree to automated calls and text messages about this and follow-up visits, test results, healthcare, account and insurance, and agree to the Terms of Use and Privacy Policy Standard message and data rates apply. Message frequency varies.

Continue

Answer brief health questionnaire

Enter your medical history

Enter your health history, including allergies and medications you take. You can now also share lab results, pictures to the online consultation.

Are you taking any medications?

Yes No

Are you allergic to any medications?

Yes No

Any known medical conditions?

Yes No

Continue

Enter your payment information

- The cost of your visit will be \$0 if your insurance information is entered exactly as it appears on the Anthem ID card.

Payment

You won't be billed until the visit has ended.

Your Cost
\$0.00

Add a coupon code to reduce the cost of your visit. [Add Code](#)

Add Debit or Credit Card

[Add](#)

[Submit](#)

Your visit cost may change based on your medical plan benefit coverage and is the patient responsibility at the time of the visit.

The price only includes the cost of the visit. The cost of any medication or treatment prescribed as a result of the visit are not included in the cost.

Confirm your visit cost and agree to terms and conditions

Review and confirm visit

Take a moment to review the details of the visit. You will not be charged until after meeting with the provider.

Visit details

Reason for visit

Urgent Care

Location during visit

Georgia

Maximum out-of-pocket cost

\$0.00

We'll finalize the cost and you will not be charged until after the visit is complete. With insurance, employee assistance or voucher programs, you may pay less based on your benefits.

☐ Agree to all

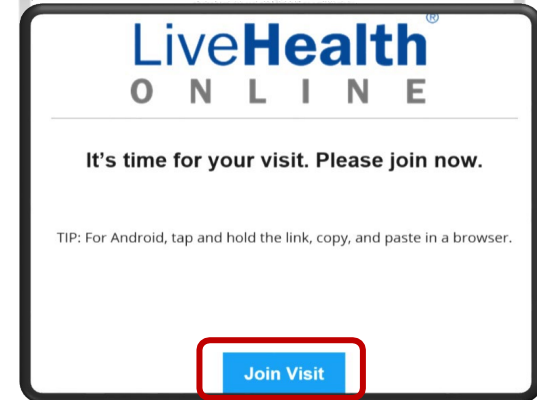
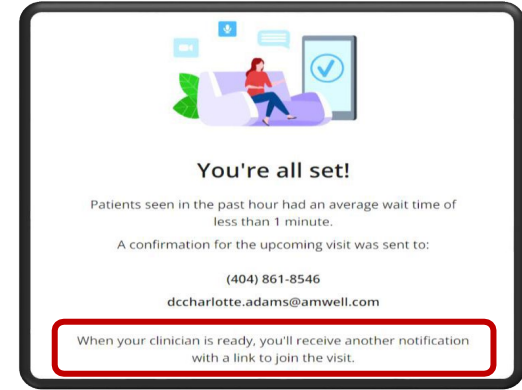
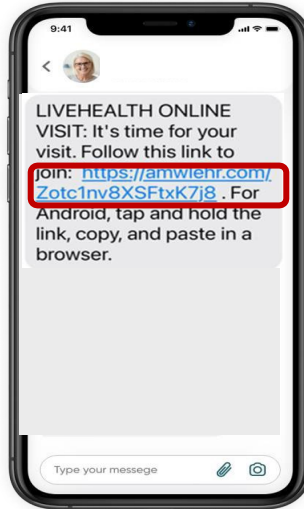
☐ I agree to the following: [Terms and Conditions & Privacy Policy](#)

☐ I agree to the following: [Notice of Privacy Policy](#)

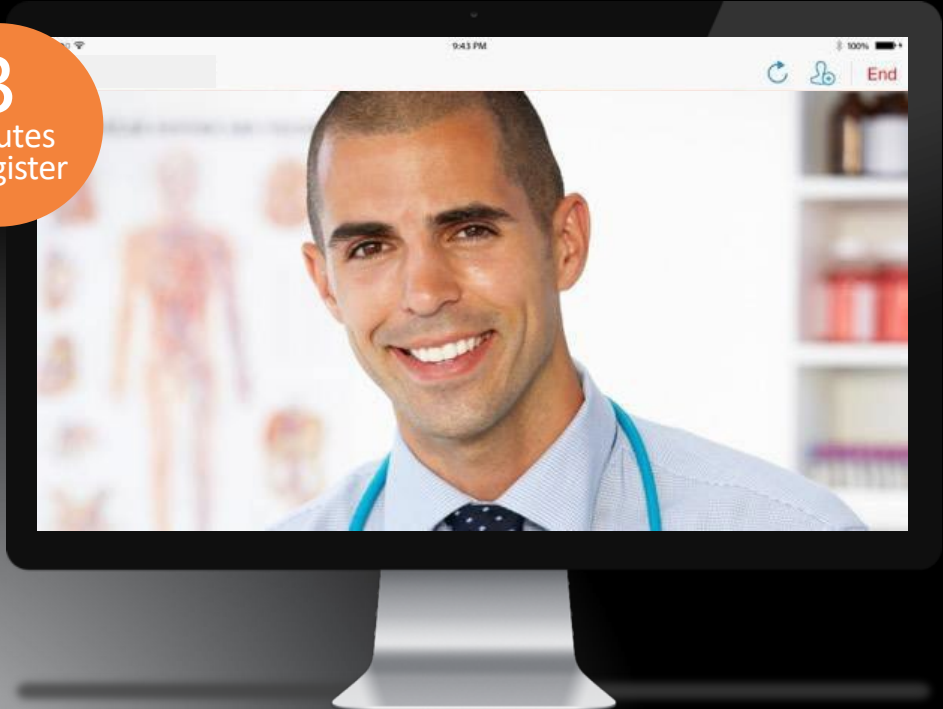
Confirm

Your visit confirmed

- No more waiting online! You will receive a notification via text and email when the doctor is ready for you to join the visit.
- Click the link provide and you will be connected to the doctor.



3
minutes
to register

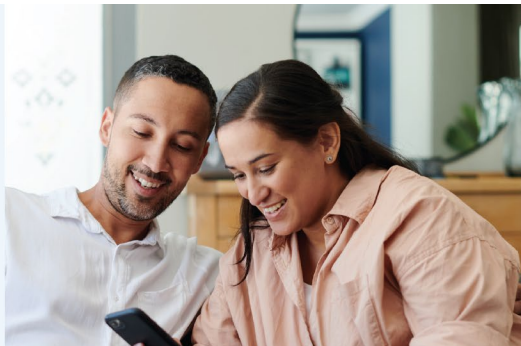


So, what are you waiting for?
Take 3 minutes today to register so you can save 3 hours or more the next time you need care. Sign up online at livehealthonline.com or by downloading the free mobile app.

Sydney Health Application

Introducing the Sydney Health app

One-click access to your benefits in one place



Making your health a priority is easier with the **SydneySM Health** mobile app. It helps organize all your benefits information, so you can spend more time focused on your health and less time looking for information.



Simple

You can quickly find the information that's important to you, including finding a doctor in your plan's network. You can also access Member Services, wellness resources, and our interactive chat feature, as well as virtual doctor visits using **LiveHealth Online**.



Smart

Use the chatbot to receive answers and to connect to the right resources at the right time.



Personal

Receive alerts, reminders, tips, and doctor recommendations based on your needs.

You can:

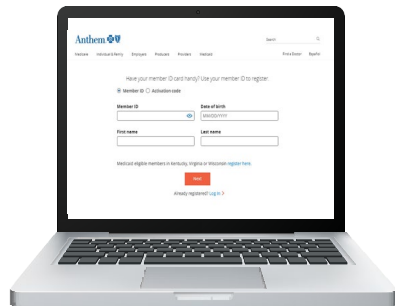
- Search for doctors, dentists, and eyecare professionals using our **Find Care** tool.
- Check all benefits.
- See claims.
- View and use digital member ID cards.

Personalized support anytime, anywhere

The **Sydney Health** mobile app focuses on you and your health. Log in with your Anthem username and password to manage your benefits all in one place.

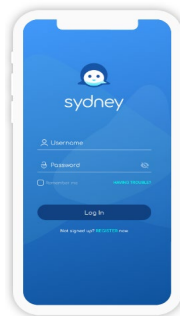
Sydney Health Registration

Register on [anthem.com](https://www.anthem.com) or the Sydney mobile app. Have your member ID card handy to register.



From your computer

- 1 Go to [anthem.com/register](https://www.anthem.com/register)
- 2 Provide the information requested
- 3 Create a username and password
- 4 Set your email preferences
- 5 Follow the prompts to complete your registration



From your mobile device

- 1 Download the free **Sydney** mobile app and select **Register**
- 2 Confirm your identity
- 3 Create a username and password
- 4 Confirm your email preferences
- 5 Follow the prompts to complete your registration

► Sydney Health Application



Download Sydney Health today to find a doctor who is right for you.



Use your smartphone camera to scan this QR code.



► Sydney Health Application Features

Find Care

Search for doctors, hospitals, and other healthcare professionals in your plan's network. You can filter providers by what is most important to you, such as gender, languages spoken, or location. You'll be matched with the best results based on your personal needs.

My Health Dashboard

Use My Health Dashboard to find news on health topics that interest you, health and wellness tips, and personalized action plans that can help you reach your goals.

LiveHealth Online

Connect directly to care from the convenience of home. Talk to a doctor via video session.

Community Resources

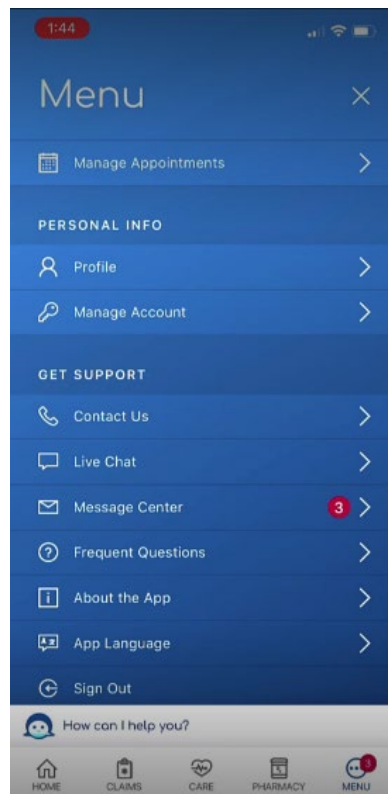
This resource center helps you connect with organizations offering no-cost and reduced-cost programs to help with challenges such as food, transportation, and childcare.

My Health Records

See a full picture of your family's health in one secure place. Use a single profile to view, download, and share information such as health histories and electronic medical records directly from your smartphone or computer.

What's New?

- Fresh look and feel
- Login experience enhancements



► Sydney Health Application Video

Sydney Health - Member Experience



Play Video



http://players.brightcove.net/3639471564001/QBcqf6zgr_default/index.html?videoid=6276787567001

Personal Health Consultants

To talk with an Anthem Personal Health Consultant, call 844-402-KEHP (5347).

Personal Health Consultants, who are Registered Nurses, are here to help with a wide range of needs.

Ongoing health issues

Personal Health Consultants can help you manage the symptoms of long-term or chronic conditions such as:

- Asthma
- Diabetes
- Chronic obstructive pulmonary disease (COPD)
- Heart disease
- Musculoskeletal issues

A Personal Health Consultant can also help if you have more than one health issue or one that needs high levels of care.

Mental health

Licensed behavioral health specialists can help with issues such as depression, eating disorders, and substance use. Mental health issues such as depression are often tied to illnesses like diabetes and heart disease.* Specialists will work closely with you to make a plan for improving your mental and physical health.

► Personal Health Consultants

To talk with an Anthem Personal Health Consultant, call 844-402-KEHP (5347).

Returning home from a hospital

If you're coming home after surgery or a hospital stay, a registered nurse consultant will guide you during recovery. They will go over the doctor's instructions for follow-up care and medicines. They'll also help coordinate benefits for home therapy and medical supplies.

Support for those living with end-stage renal disease

A registered nurse consultant will work with you, your family, and doctors to schedule dialysis care and doctor visits. They will also help you follow the treatment plan, understand medical equipment, and find resources and information for your needs.

Assistance for transplant patients

Anthem's **Centers of Medical Excellence for Transplant Program (CME-T)** provides access to a transplant team and case managers who are experts in this area. A case manager will help prepare you for the transplant procedure and ensure you receive your medications. They'll also help find a place for family members to stay.

► Personal Health Consultants

To talk with an Anthem Personal Health Consultant, call 844-402-KEHP (5347).

Health questions if you can't reach your doctor

You can call 24/7 NurseLine anytime, day or night, at 877-636-3720. A registered nurse can help you decide where to go if treatment is needed.

Health reminders and money-saving tips

The MyHealth Advantage program helps you be your healthiest and save money through:

Reminders for checkups, tests, and exams. You may also receive a MyHealth Note, a summary of recent medical and pharmacy claims. It includes personalized ideas to keep track of your health and stay healthy.

Money-saving tips. Learn how to save on healthcare services.

KEHP Concierge Customer Service

Anthem Customer Service / Health Guides

844-402-KEHP (5347)

Live Chat is available through the Anthem Member Portal

Monday - Friday, 8:00 a.m. to 8:00 p.m.

www.anthem.com/kehpc or www.anthem.com