

# Kentucky Employees' Health Plan



Anthem 

Anthem 



Kentucky Employees'  
Health Plan

 **CVS caremark**<sup>®</sup>

HealthEquity<sup>®</sup>

WageWorks

*Living*  **Well**

SmartShopper<sup>®</sup>

# What is LiveHealth Online?

Easy and convenient access to 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. Appointments are available 7 days a week including nights and weekends.
- There is **no cost** for LiveHealth Online for Kentucky Employees' Health Plan members that are covered by Anthem.



# 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



# LiveHealth Online Medical Common Conditions

Doctors consult with patients 24/7 on a variety of conditions, such as:

- Fever
- Sore throat
- Cough and colds
- Flu
- Urinary tract infections
- Sinusitis
- Allergies
- Eczema, rashes and skin lesions
- Heartburn



FREE for KEHP members!

# LiveHealth Online Psychology Common Behavioral Health Concerns

Licensed therapists consult with patients who have a variety of concerns, such as:

- Stress
- Feeling anxious
- Depressed mood
- Relationship or parenting issues
- Grief
- Panic attacks
- Coping with an illness

Online visits with a therapist are by appointment only. E-Prescribing is not available for therapy visits.



FREE for KEHP members!

# LiveHealth Online Psychiatry – support in 14 days or less

Talk to a board certified psychiatrist in 14 days or less 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 psychiatrists are by appointment only. Psychiatrists on LiveHealth Online can prescribe non-controlled prescription in many situations.



FREE for KEHP members!

A woman with dark hair is smiling and looking down at a tablet device she is holding. The background is a bright, slightly blurred indoor setting with a window. A blue horizontal bar is overlaid across the middle of the image, containing the title text.

# Activating your LiveHealth Online Account

Anthem

LiveHealth  
ONLINE



# Sign up and get started

- Go to [www.livehealthonline.com](http://www.livehealthonline.com) or download the free mobile app
- Click Sign Up
  - 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



# The two-minute sign-up: Getting started is just that fast.

## You just enter your:

- Name
- E-mail address
- 8 digit password
- State
- Date of birth
- Gender
- Insurance ID number
- Service Key\*

**And you're in!**

**\*Service Key is not required to sign up**



# How to have a visit using LiveHealth Online

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LiveHealth  
ONLINE

# Choose the type of care you need

## CHOOSE:

### LiveHealth Online Medical

to see the board-certified doctors available for an on demand visit 24/7

### LiveHealth Medical for Kids

visit with a doctor who's willing to treat children under the age of 18 through video visits

### LiveHealth Online Psychology

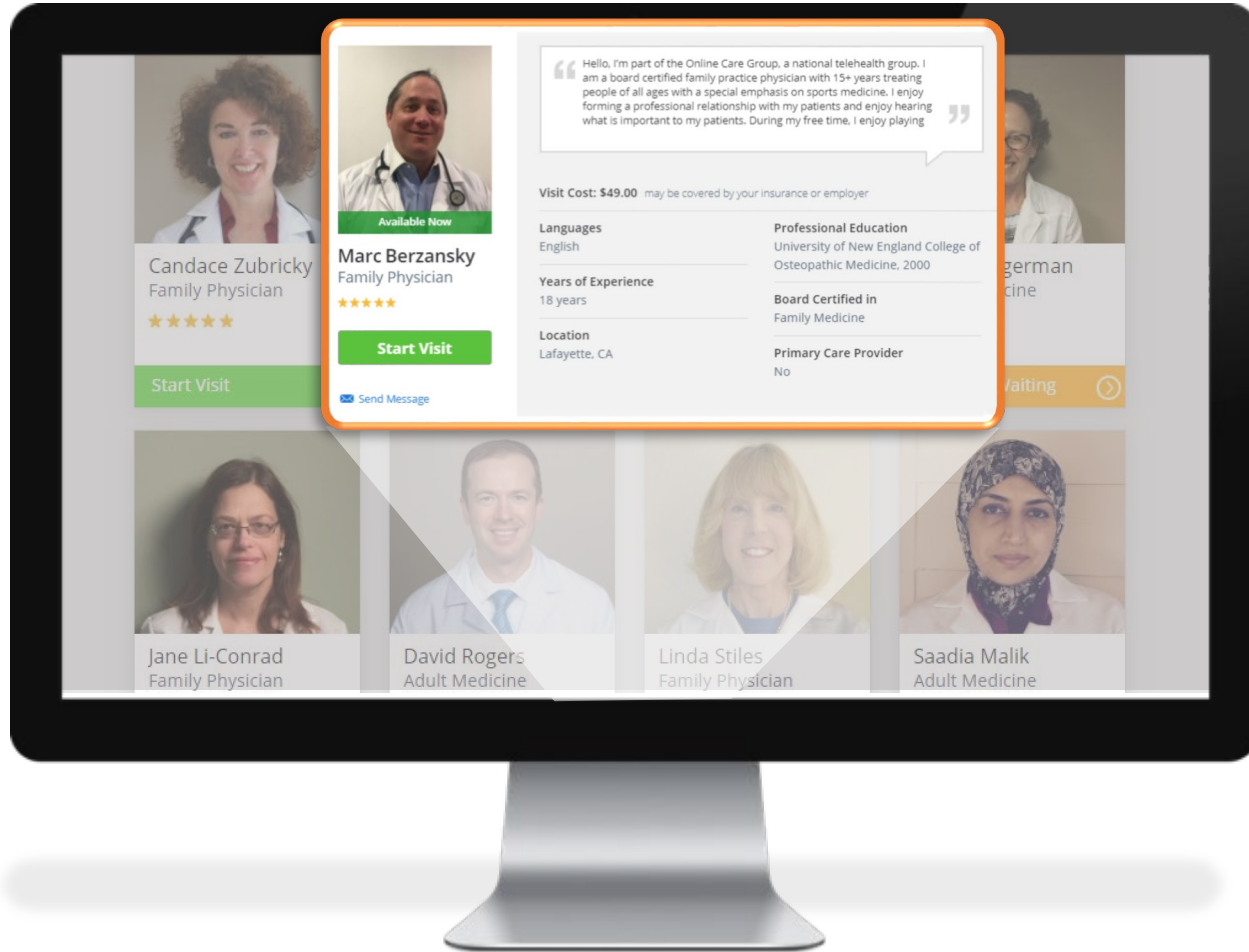
to see the available licensed therapists and psychologists. Schedule your appointment online or call.

### LiveHealth Online Psychiatry

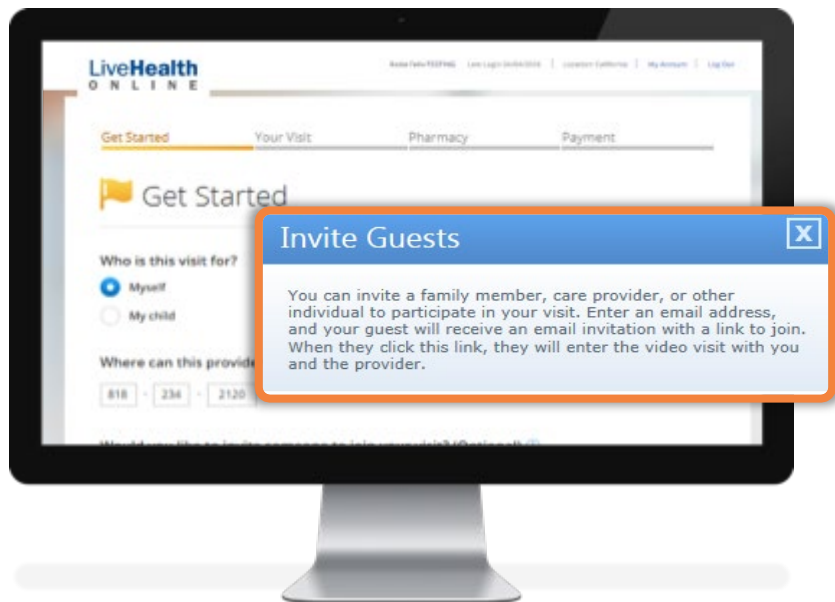
to visit with board-certified psychiatrist by appointment



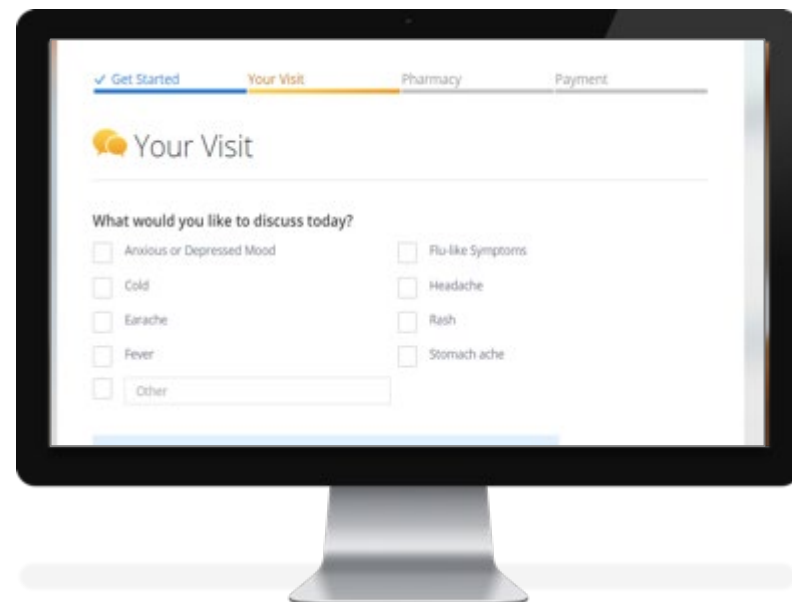
# Choose the Doctor that's right for you!



# Share the details of your personal health information

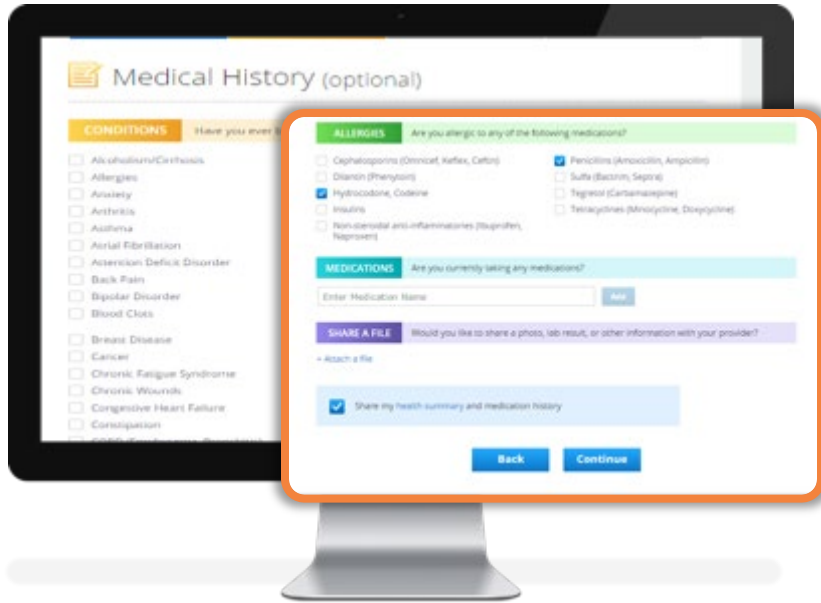


Select who the visit is for, and if you would like to invite a guest(s) to your consultation.

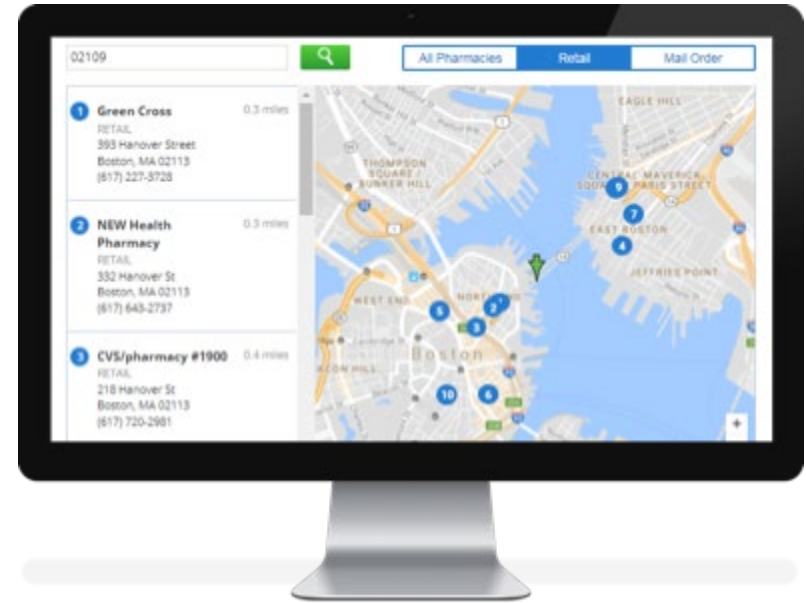


Share the reason for your visit.

# Prescriptions can be sent to the drug store of your choice

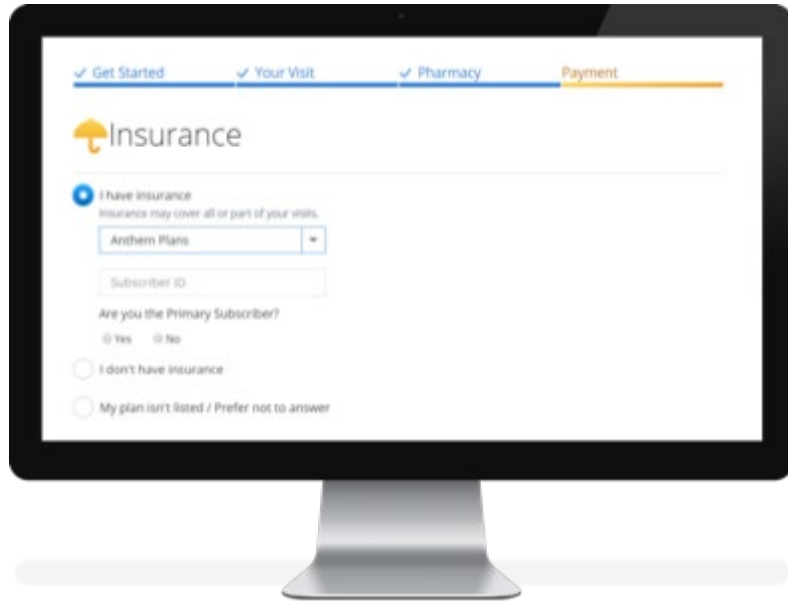


Enter your health history, including allergies and medications you take (optional). You can now also share lab results and pictures to the online consultation.

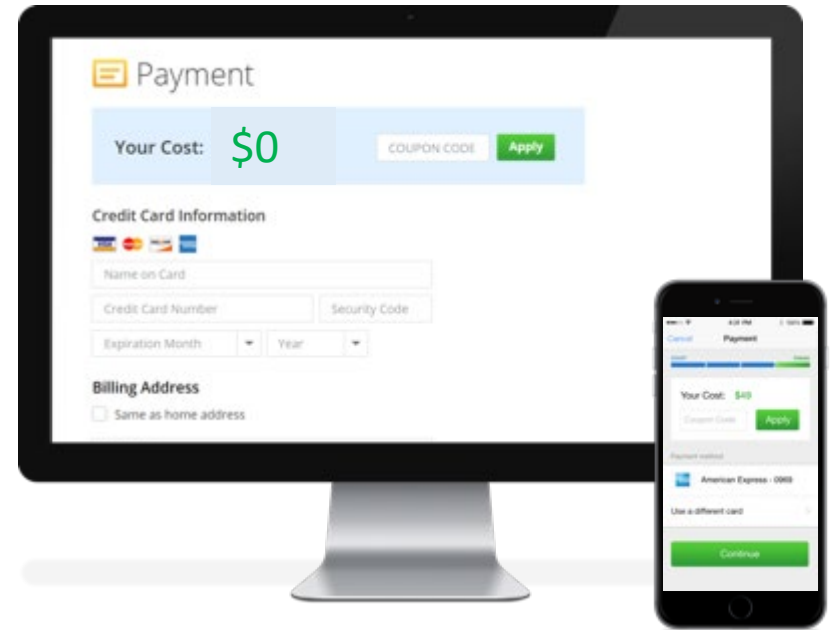


Select a pharmacy in case a prescription is needed.

# Make sure you enter your Medical ID Number from your Insurance Card



**Enter or verify your insurance information.**



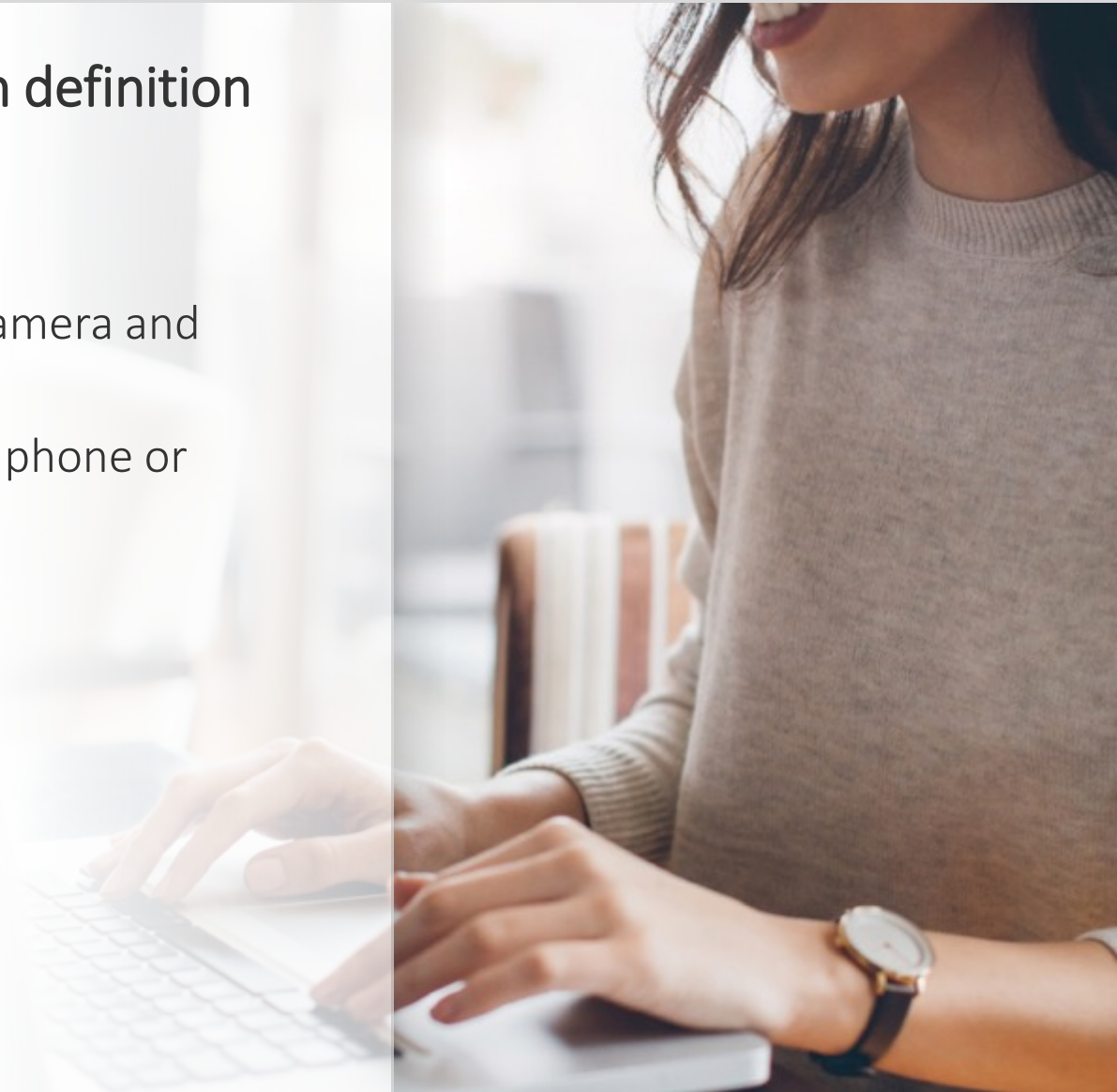
**The visit is FREE for Kentucky Employees' Health Plan members covered by Anthem.**



## And you're in

Care is delivered via high definition video. All you'll need is:

- an internet connection;
- a computer with a web camera and microphone, or;
- an iOS or Android mobile phone or tablet



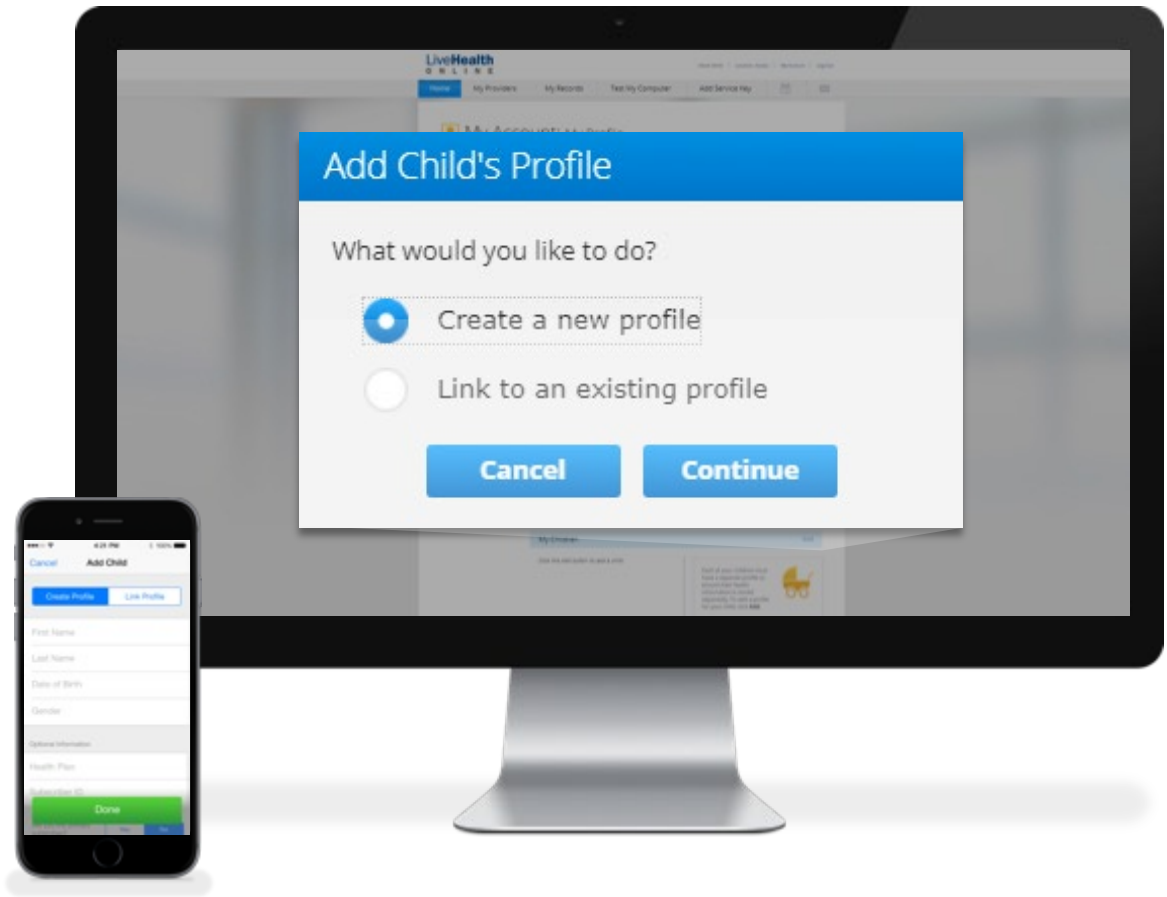
# Set up your under 18 year old dependent profiles before they get sick

## DESKTOP STEPS:

1. Login and select My Account at the top of the page
2. Select Add under the My Children section

## MOBILE STEPS:

1. Login and select "More" on the bottom right.
2. Select My Children and Add child



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](http://livehealthonline.com) or by downloading our free mobile app.

# KEHP Resources

Support and information is available at:

KEHP Customer Service

1-844-402-KEHP (5347)

Monday – Friday 8:00am- 8:00pm

Visit the following sites for additional plan information:

[www.anthem.com/KEHP](http://www.anthem.com/KEHP) OR

[www.kehplivingwell.com](http://www.kehplivingwell.com)

webinar recording <https://personnel.ky.gov/Pages/Member-Webinars.aspx>

