



## 2 ways you can receive telehealth video visits

Being able to access healthcare when, where, and how you need it is important. The Kentucky Employees' Health Plan (KEHP) gives you two options to receive a telehealth visit with a doctor from wherever you are.

Using your smartphone or computer, you can have a video visit with:

1. **Your doctor, if they offer telehealth services**, by paying your plan's **out-of-pocket costs**.\*
2. A board-certified doctor through **LiveHealth Online at no cost**.

### Talk to your primary care doctor

Seeing a primary care doctor regularly is important. They learn your health history, habits, and goals to help manage your overall health. Scheduling a video visit with your doctor is a good option to:

- Receive general healthcare, such as wellness visits.
- Check in with them to manage a chronic condition.
- Review and discuss medications you may be taking.
- Receive care for common health issues, such as a cold or allergies.

**Receive care from the comfort of home or on the go**  
KEHP gives you the flexibility to choose the telehealth option that's right for you. For more information, call KEHP Customer Service at **844-402-KEHP (5347)**. We're here to help.

You can also log in to **anthem.com** to find telehealth information in the *Member Medical Booklet under Online Visits*. Please note: **telephone-only services are not covered**. See more details under *Telecommunication in the Member Medical Booklet*.

### Connect with doctors at LiveHealth Online

If you have a common health issue — such as a cold, fever, sinus infection, or allergies — doctors at LiveHealth Online can assess your symptoms and provide a treatment plan. This is also a great option if your own doctor isn't available or if you would like a more convenient option than urgent care.

LiveHealth Online offers:

- Doctor visits within minutes, 24/7.
- Your choice of board-certified doctors.
- Visits for KEHP members are **free**.

LiveHealth Online can also connect you with licensed therapists and psychologists to help treat issues such as stress, anxiety, and depression.

To use this option for care, go to **livehealthonline.com** to sign up or log in for a visit. If you have questions about LiveHealth Online, call **888-548-3432** or email **customerservice@livehealthonline.com**.

**Please note: If you have a medical emergency, call 911 right away.**



Department of  
Employee Insurance

\*Certain restrictions may apply dependent on how the provider claim is filed. For assistance, call KEHP Customer Service at 844-402-KEHP (5347).

LiveHealth Online is the trade name of Health Management Corporation, a separate company, providing telehealth services on behalf of Anthem Blue Cross and Blue Shield.

Language Access Services – (TTY/TDD: 711)

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