

Healthcare at home or on the go

Have LiveHealth Online video visits with care providers whenever you need them — at no extra cost



If you're not feeling well or have a health question, LiveHealth Online brings the doctor to you — virtually. Because you don't have to leave your home or office, you'll never have to worry about driving to the doctor's office or sitting in a waiting room. In some cases, no appointment is needed.

LiveHealth Online lets you have a video visit with a board-certified doctor, psychiatrist, or therapist on your smartphone, tablet, or computer with a camera — from anywhere.

Use LiveHealth Online for common health matters, such as:

- Cold and flu symptoms.
- Allergies.
- Sinus infections.
- Migraines.
- Upper respiratory infections.
- Bronchitis.

Doctors can answer questions and make a diagnosis. They may be able to send a prescription to your pharmacy, if needed.¹

Use LiveHealth Online Psychology for help with:

- Anxiety.
- Depression.
- Grief.
- Panic attacks.

If you're over 18 years old, you can get medicine to help you manage a mental health condition.²

There is no extra cost for a video visit with a doctor, psychiatrist, or therapist through LiveHealth Online — it's included with your Kentucky Employees' Health Plan (KEHP).



Kentucky Employees' Health Plan

How fast can you have an appointment?

- See a board-certified medical doctor 24/7 with little to no waiting.³
- Visit a licensed therapist in four days or less.³
- Consult a board-certified psychiatrist within two weeks.³

Here's how to get started:

- Go to livehealthonline.com and log in or download the app, at no cost, and register. Select **LiveHealth Online Medical** and choose the doctor you'd like to see. Medical appointments are available 24/7.
- For **LiveHealth Online Psychology**, you can schedule an appointment online or call **855-603-7985** from 7 a.m. to 11 p.m. ET, seven days a week.



Sign up today and be one step ahead

Sign up for LiveHealth Online today so you're prepared for video visits in the future. Go to livehealthonline.com or download the app at no cost, and register on your phone or tablet.

¹ Prescription availability is defined by physician judgment and state regulations.

² 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.

³ Appointments subject to availability.

Online counseling is not appropriate for all kinds of issues. If you are in crisis or have suicidal thoughts, it's important that you seek help immediately. Please call 988 (Suicide and Crisis Lifeline) or 911 and ask for help. If your issue is an emergency, call 911 or go to your nearest emergency room. LiveHealth Online does not offer emergency services.

If you're a retiree or have coverage that complements your Medicare benefits, your employer sponsored health plan may not include coverage for online visits using LiveHealth Online. Check your plan documents for details. You can still use LiveHealth Online, but you may have to pay the full cost of a visit. Online visits using LiveHealth Online may not be a covered benefit for HRA and HIA+ members.

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

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