



Whether you're home or on the go, the support you need is here

Use LiveHealth Online for a private video visit with a doctor or mental health professional

When you have a cold, feel anxious, or need help managing your medication, doctors and mental health professionals are ready to help through LiveHealth Online. You can have a video visit with a board-certified doctor, psychiatrist, or licensed therapist from your smartphone, tablet, or computer with a camera from wherever you are.

If you are enrolled in a medical plan, costs for LiveHealth Online apply to your deductible and out-of-pocket maximum. Medical doctor visits cost \$59 and a therapy or psychiatry session generally costs the same as an office mental health visit.

With LiveHealth Online, or the LiveHealth Online mobile app you can:

See a board-certified doctor, anytime with no appointment.

Doctors are available 24/7 for those of any age. Doctors will assess your condition and send a prescription to your pharmacy, if needed.¹ It's a reassuring option when you have pink eye, a cold, the flu, a fever, allergies, a sinus infection, or another common health issue.

Visit a licensed therapist in four days or less.²

Members age 10 or older can have a video visit for help with issues such as anxiety, depression, grief, and panic attacks.³ Video visits are available 7 a.m. to 11 p.m., in all time zones, seven days a week.

Visit a board-certified psychiatrist within two weeks.⁴

Members age 18 or older can get medication support to help manage mental health. Video visits are available 7 a.m. to 11 p.m., in all time zones, seven days a week.

To schedule your video visit:

- Use the **Sydney Health** mobile app
- Go to **livehealthonline.com**
- Call **888-548-3432**

Compassionate, expert care is here for you

Extra support for your physical and mental health can make a big difference. Sign up for LiveHealth Online at **livehealthonline.com** or download the Sydney Health app and register on your phone or tablet.

See a Spanish-speaking doctor with Cuidado Médico on LiveHealth Online.

LiveHealth
ONLINE

¹ Prescription availability is defined by physician judgment and state regulations. Visit the home page of livehealthonline.com to view the service map by state.

² Appointments subject to availability of a therapist.

³ Those 10-17 must be under the parent's account and a parent must be present when the visit begins.

⁴ 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. 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 800-784-2433 (National Suicide Prevention 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.

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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