

# LiveHealth Online Psychiatry

What you need to know about video visits with a psychiatrist



## What is LiveHealth Online Psychiatry?

Now you can see a board-certified psychiatrist to help you manage medications.<sup>1</sup> Whether you're at home, at work or on the go. Just download the free LiveHealth Online app to your mobile device or visit [livehealthonline.com](https://livehealthonline.com) on a computer with a webcam.

## When is LiveHealth Online Psychiatry available?

You can have a video visit with a psychiatrist usually in two weeks.<sup>2</sup> Appointments, which are also available on evenings and weekends, can be scheduled online or over the phone at **1-888-548-3432** from 8 a.m. to 8 p.m., seven days a week.

## What can psychiatrists on LiveHealth Online help me with?

Psychiatrists on LiveHealth Online can help you manage some of your medications. Keep in mind, though, they can't prescribe medications that are controlled substances.

For counseling sessions, contact a psychologist or therapist on LiveHealth Online Psychology. Remember, if you're in crisis or having suicidal thoughts, get help right away or call 911.

## How much does it cost to use LiveHealth Online Psychiatry?

You'll see your cost before the visit starts. Your Anthem plan includes benefits for video visits using LiveHealth Online, so you'll just pay your share of the costs.

## Will I be charged more if I use LiveHealth Online Psychiatry on weekends, holidays or at night?

No, the cost is the same.

## How do I pay for a LiveHealth Online Psychiatry visit?

You can use PayPal, American Express, Visa, MasterCard and Discover cards to pay for an online visit.



## How can I make an appointment?

For your first visit, set up a time by going online, using the mobile app or calling LiveHealth Online:

- **Online:** Visit [livehealthonline.com](https://livehealthonline.com) and sign up or log in. Once you've logged in, select **LiveHealth Online Psychiatry** to schedule an appointment with the board certified doctor you would like to see.
- **Mobile app:** Download the free LiveHealth Online mobile app from the App Store® or on Google Play™ and then sign up or log in. Once you've logged in, choose **LiveHealth Online Psychiatry**. Next, select from available doctor's after checking out their qualifications and arrange a visit.
- **Phone:** You can also call **1-888-548-3432** from 8 a.m. to 8 p.m., seven days a week.

In most cases, you can make an appointment to see a psychiatrist in two weeks.<sup>2</sup> This may be sooner than waiting for an office visit. LiveHealth Online will send you an email confirming your appointment.

## What type of computer do I need to use LiveHealth Online?

You'll need high-speed Internet access, a webcam or a built-in camera with audio. To learn what computer hardware and software you need, go to [livehealthonline.com](https://livehealthonline.com) and select **Frequently asked questions** under the *How it works* tab.

## How do I know if a psychiatrist is in my plan?

When you log into [livehealthonline.com](https://livehealthonline.com), the psychiatrists you see on the website are part of your plan. Make sure you select the state where you are to see the most current list of psychiatrists.

## How old do I have to be to see a psychiatrist?

You must be 18 years old or older to schedule a visit.

## What if I still have questions about using LiveHealth Online?

Send an email to [customersupport@livehealthonline.com](mailto:customersupport@livehealthonline.com) or call toll free at **1-888-548-3432**.



If you send us an email, please be sure to include:

- Your name
- Your email
- A phone number where you can be reached



<sup>1</sup> 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.  
<sup>2</sup> Appointments subject to availability.

Online counseling is not appropriate for all kinds of problems. If you are in crisis or have suicidal thoughts, it's important that you seek help immediately. Please call 1-800-784-2433 (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.

LiveHealth Online is the trade name of Health Management Corporation, a separate company, providing telehealth services on behalf of <Brand>.

Anthem Blue Cross and Blue Shield is the trade name of: In Colorado: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. Copies of Colorado network access plans are available on request from member services or can be obtained by going to [anthem.com/co/networkaccess](https://anthem.com/co/networkaccess). In Connecticut: Anthem Health Plans, Inc. In Indiana: Anthem Insurance Companies, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc., dba HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc.; HMO plans are administered by Anthem Health Plans of New Hampshire, Inc. and underwritten by Matthew Thornton Health Plan, Inc. In Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield in Virginia, and its service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI), underwrites or administers PPO and indemnity policies and underwrites the out of network benefits in POS policies offered by CompCare Health Services Insurance Corporation (CompCare) or Wisconsin Collaborative Insurance Corporation (WCIC). CompCare underwrites or administers HMO or POS policies; WCIC underwrites or administers Well Priority HMO or POS policies. Independent licensees of the Blue Cross and Blue Shield Association. ANTHEM is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross and Blue Shield names and symbols are registered marks of the Blue Cross and Blue Shield Association.