

# Helping you get online care

## LiveHealth Online User Guide

## With LiveHealth Online, getting online care is easy.

Your visits to the doctor are about to get a whole lot easier. With LiveHealth Online, you'll be able to talk to a doctor right away, any time of the day or night, from the comfort of your home or office. And all you'll need is a phone or an Internet connection.

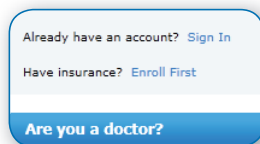
### How LiveHealth Online works

Your health plan covers part of the cost to see a doctor online. Just enroll for free at LiveHealthOnline.com, set up a personal account and choose a doctor and pay your \$10 copay. Or you can pay \$49 to see a doctor without enrolling.

#### Set up an account.

This lets you to fill out a health summary that the doctor can review each time you request a visit. This health summary is confidentially stored in your account and is available for future visits. All you have to do is:

1. Go to LiveHealthOnline.com and click the "Enroll First" link. Only enrolled users will have the option to select from a list of insurance plans that may cover the cost of an online visit.
2. Answer a brief set of questions to create your profile. Enter your name using exact name on your Anthem ID card. Choose a secure password so you can get to LiveHealth Online from any computer at any time.
3. Log in by clicking the "Sign In" link on the top right corner of the main page. From there, your home page will show you all of your options.



#### Use it right now.

If you're ready to use LiveHealth Online right now:

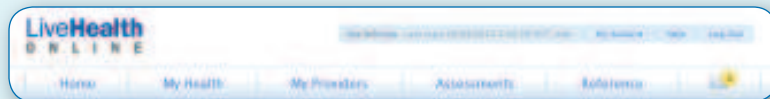
1. Click the green "Talk Now" button and connect to a doctor for just your \$10 copay or a \$49 fee without setting up an account.
2. Answer a few questions before you see the doctor
3. You'll have an opportunity to enroll and save this information for future use once your conversation is complete.



## Filling out your health information

It's important for our online doctors to have your health information so they can give you the best care possible. LiveHealth Online makes it easy for you to provide things like weight, heart rate, or blood glucose (if you have it) by completing the online questionnaire. Just click on the "My Health" tab and enter your information.

**Note:** You can also select whether you want this information to be available to the doctors you see online.



## Choosing a doctor and getting care online

Choose the kind of doctor you want, like a family physician or a pediatrician. You can search by provider name, specialty, practice name or symptom.



Below the doctor's picture and info, you'll find a green button that says "Connect" if they're available. If they're busy or not online at the moment, you'll be given the option to enter their "Waiting Room," send them a secure message or view their availability for scheduling a future appointment. You can keep track of your future appointments by going to the "My Health" tab and scrolling down to "My Upcoming Appointments." Here you will see a list of your upcoming appointments.

With a click, you can see each doctor's information – who they are, their qualifications and experience.



Before your session begins, you'll be asked to answer some questions and make sure your payment information is up-to-date.

**LiveHealth ONLINE** | [Log In](#) | [Forgot your password?](#) | [Find a Doctor](#) | [Help](#) | [Privacy](#) | [Log Out](#)

## Before You Begin

**About This Conversation**

**John Alan**  
INTERNIST  
M.D. (1980-1982)

[View Profile](#)

To receive consultations from this conversation, you must accept a plan below.

What would you like to discuss today?

Please describe your present concerns.

Is this for you or a repeat consultation?

Have you had any previous discussions with a physician about this concern?

**Personal Information**

First Name:

Last Name:

Date of Birth:  /  /

Gender:  Female  Male

E-mail:

Work e-mail:

**Payment**

Online Conversation Fee:	\$10.00
Your Cost:	\$45.00

View Account | View Payment Code

**Credit Card Information**

Name on Card:

Credit Card #:

Credit Card Number:

Expiration:  /

Security Code:

**Billing Address**

Address 1:

Address 2:

City/State/Zip:

**Video Options**

Enhanced Video

Standard Video

**Release Statements**

I certify that I have read and accept the Terms of Use from American Health Connection.

I have read and accept the Conditions of my Current Location (Optional).

For added security, please type the characters shown in the image below. (Do not use caps)

**y7ywn**

On this page, you'll learn a little bit more about the doctor you'll be chatting with. You can also fill out your personal information, pay for your session and select the quality of the video feed.

Once you certify the terms of use at the bottom of the screen, you are ready to see a doctor!

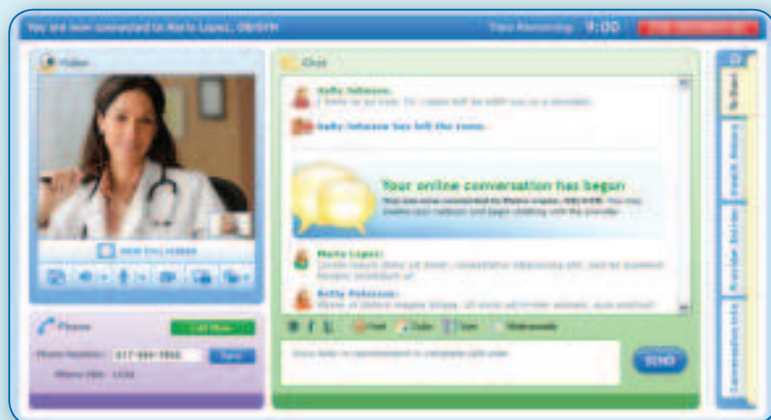
## The doctor will see you now.

Your session with your doctor is private, secure and confidential. It's just like seeing a doctor in your own private exam room. There are a couple of ways you can talk to your doctor:

**Videoconference** – Click on the “Enable Camera” button. This will activate your video and audio so the doctor can see and hear you. You'll be able to see the doctor in the larger area of the video window.

**Chat** – Type in the lower area of the chat window and press the “Enter” key on your keyboard, or click the “Send” button. You'll see your message appear in the upper area of the chat window. The doctor's responses will appear here as well.

When there is about one minute left in your session, both you and the doctor will get a notice.



This screen gives you other options — such as seeing the doctor's notes, diagnoses and follow-up suggestions.

## Prescribing medicine.

If your doctor is eligible to prescribe in your state and you've chosen a preferred pharmacy, LiveHealth Online may allow the doctor to prescribe medications during your session. If so, you'll see a notice in the chat window, and the prescription will appear in the “Provider Entries” tab.

During your appointment, you can see the notes your doctor is making.

Click on the “Provider Entries” tab while you’re in your session and you’ll see what your doctor is noting, including diagnoses, instructions and follow-up items.

The screenshot shows the 'Provider Entries' section of the LiveHealth Online interface. On the left is a vertical navigation menu with four tabs: 'To Start', 'Health History', 'Provider Entries' (which is highlighted in yellow), and 'Conversation Info'. The main content area is titled 'Provider Entries' and contains several sections:

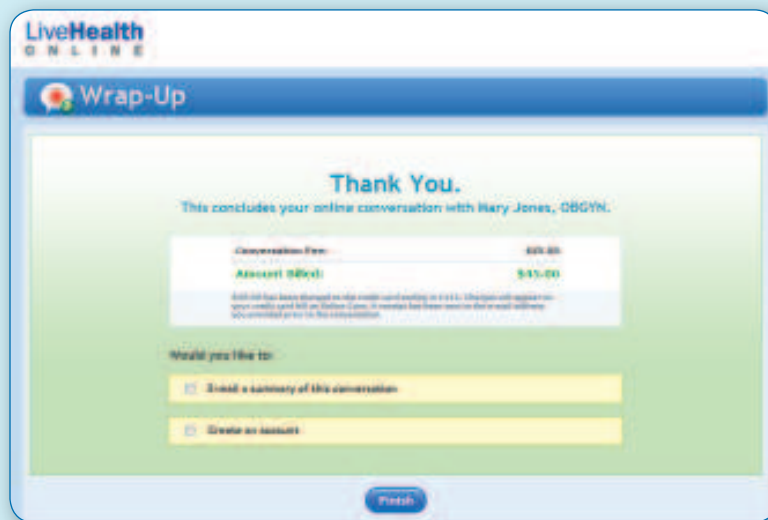
- Provider Notes:** A blue header with a speech bubble icon. Below it, the text reads 'Please follow the instructions...'
- Prescriptions:** A blue header with a pill icon. Below it, the text reads 'Description' followed by 'Ibuprofen 400 mg Tab' and '2 tablets 3 times a day until directed to stop; Substitutions allowed. Quantity to dispense: 100 Tablet. Refill: 0'.
- Diagnoses & Procedures:** A blue header with a medical icon. Below it is a table with two columns: 'Code' and 'Description'. The table contains one entry: '2053 ACUTE STRESS REACT NEC'.
- Follow-Up Suggestions:** A blue header with a green checkmark icon. Below it are four items: 'Conversation with Health Coach', 'Assessment: Peptic Ulcer', 'Tracker: Blood Pressure', and 'Article: Stress Management'.
- Additional Items:** A blue header with a green checkmark icon. Below it are two items: 'Referral to Otto Matic (PDF)' and 'Sick Slip (PDF)'.

Wrapping up your session.

After your visit ends, all of this will be captured in a conversation summary report so you can look at it whenever you need to. If you've enrolled, this will be available in "My History" under the "My Health" menu.



If you haven't enrolled, you may choose to email a conversation summary to yourself.



You can print or email copies of your conversation report – so even your doctors who aren't on LiveHealth Online can have a record. And if you see another doctor on LiveHealth online, these reports can give them a better understanding of your history.

## **We've done our best to make LiveHealth Online as easy-to-use and helpful as possible.**

There are many features and tools that we haven't talked about in this guide that could make your experience with LiveHealth Online even better. For more information about getting care online, take a tour and review the frequently asked questions. We hope you find that having the ability to get care online is a helpful addition to your care options.

**LiveHealth**  
O N L I N E