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Frequently asked questions

What is LiveHealth Online?

With LiveHealth Online, you have a doctor by your side 24/7. LiveHealth Online lets you talk face-to-face with a doctor through your mobile device or a computer with a webcam. No appointments, no driving and no waiting at an urgent care center.

Use LiveHealth Online for common health concerns like colds, the flu, fevers, rashes, infections, allergies and more! It's faster, easier and more convenient than a visit to an urgent care center.

Why would I use LiveHealth Online instead of going to visit my doctor in person?

LiveHealth Online is not meant to replace your primary care physician. Its a convenient option for care when your physician is not available, LiveHealth Online connects you with a board-certified doctor in just a couple of minutes. Plus, you can get a LiveHealth Online visit summary from the *MyHealth* tab to print, email or fax to your primary doctor.

LiveHealth Online should not be used for emergency care. If you experience a medical emergency, call **911** immediately.

When is LiveHealth Online available?

Doctors are available on LiveHealth Online 24/7, 365 days a year.

Is there a LiveHealth Online app that I can download to my smartphone?

Yes, to use a mobile device, search for LiveHealth Online in the App Store® or on Google Play™. To learn what mobile devices are supported and get instructions, go to livehealthonline.com and select **Frequently asked questions** under the *How it works* tab.

Do doctors have access to my health information?

Sometimes — it depends on whether or not you set up an account. With a LiveHealth Online account, you can allow doctors to access and review your health information from past visits. Also, to help keep track of your own health information, you can self-report it at livehealthonline.com. Once you sign in, go to the *MyHealth* tab and then select **Health Record**.

How does LiveHealth Online work?

When you need to see a doctor, simply go to livehealthonline.com or access the LiveHealth Online mobile app. Select the state you are located in and answer a few questions.

Establishing an account allows you to securely store your personal and health information. Plus, you can easily connect with doctors in the future, share your health history and schedule online visits at times that fit your schedule.

Once connected, you can talk and interact with the doctor as if you were in a private exam room.

How long does a LiveHealth Online session with a doctor usually last?

A typical LiveHealth Online session lasts about 10 minutes.

How much does it cost to use LiveHealth Online?

The cost for an online doctor visit is \$49. If you are enrolled in the Anthem Health Account Plan (HAP), you pay just \$4.90, and you can use your Health Account to pay this cost. Otherwise, you can use any Visa, American Express, MasterCard or Discover cards as payment for an online visit with a doctor.

The online doctor visit does not count toward your four free primary care visits on HAP.

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

No. The cost is the same.

How do I pay for a LiveHealth Online session?

LiveHealth Online accepts Visa, American Express, MasterCard and Discover cards as payment for an online visit with a doctor. Please keep in mind that charges for prescriptions aren't included in the cost of your doctor's visit.

Can I get online care from a doctor if I'm traveling or in another state?

Yes, just make sure to select the state you're in under *My Location* and you'll only see doctors licensed to treat you in that state. Don't forget to change your state back when you get home.

Why do some states offer prescriptions after my visit and other states don't?

Some state laws and regulations require a face-to-face visit before allowing prescriptions. Every state is different. The laws may change, so check the LiveHealth Online Availability page to see if there have been changes in your state.

Please note that doctors using LiveHealth Online are not able to prescribe controlled substances or lifestyle drugs.

Do I have what I need to access doctors through LiveHealth Online?

You will need high-speed internet access, a webcam or built-in camera with audio capability. To learn what computer hardware and software you need, go to livehealthonline.com and select **Frequently asked questions** under the *How it works* tab.

Who do I get in touch with if I still have questions?

You can email, customersupport@livehealthonline.com or call toll free at 1-855-603-7985.

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

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

How much does the online doctor visit cost if I am not enrolled in the Anthem HAP (for example, Kaiser members or those without PG&E benefits)?

PG&E's Anthem Health Account Plan (HAP) members pay \$4.90 per visit.

- PG&E's Kaiser or non-Anthem members are considered out-of-network, but are invited to use these services at \$49 per visit, plus prescription costs if applicable. You cannot use your Kaiser card for payment of services.
- Kaiser Permanente also offers telemedicine options not affiliated with the telemedicine kiosk. For more information, please visit KP.org.

Payment options:

- The telemedicine kiosk accepts debit/credit cards as forms of payment.
- Anthem HAP members have an option to pay for their kiosk visit with a WageWorks health payment card.
- Kaiser members may use their Health Account to pay for this cost; however, payment must first be made using a personal debit or credit card, then file a claim for reimbursement as you cannot use a Kaiser Visa card for payment of services.



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