



LiveHealth Online Psychology:

See a psychologist or therapist at home in as soon as just a few days

It's quick, easy and private

If you're feeling stressed, worried or having a tough time, you may need someone to speak with. Now, you can see a licensed therapist using LiveHealth Online Psychology. Talk with a therapist from your home or wherever you have Internet access. Just download the free LiveHealth Online app to your mobile device or visit livehealthonline.com on a computer with a webcam.

Make your first appointment — when it's easy for you

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

- **Online:** Visit livehealthonline.com and sign up or log in. Once you've logged in, select **LiveHealth Online Psychology**. Next, choose from available therapists after seeing their backgrounds and set up a visit.
- **Mobile app:** Download the free LiveHealth Online mobile app and then sign up or log in. Once you've logged in, choose **LiveHealth Online Psychology**. Next, select from available therapists after checking out their qualifications and arrange a visit.
- **Phone:** Call **1-844-784-8409** from 7 a.m. to 11 p.m. ET or PT.

In most cases, you can make an appointment to see a therapist within four days or less.* This may be sooner than waiting for an office visit. LiveHealth Online will send you an email confirming your appointment. Psychologists and therapists using LiveHealth Online Psychology do not prescribe medications.

Your first visit

You'll see your cost before the visit starts — depending on your coverage, the cost may be the same as what you would pay for an office visit, considering your benefits, copay or coinsurance. You can pay your share of the visit using a Visa, MasterCard, Discover or American Express credit or debit card. Visits usually last about 45 minutes. At the end of your first visit, you can set up future visits with the therapist if both of you feel it's a good fit. You will always have a choice of the therapist you would like to see.

Therapists using LiveHealth Online Psychology can help you with these types of conditions

- Stress
- Anxiety
- Depression
- Relationship or family issues
- Grief
- Panic attacks
- Stress from coping with a sickness



LiveHealth Online Psychology:

What you need to know

Now, you can see a licensed psychologist or therapist wherever you have Internet access. Just download the free LiveHealth Online app on your mobile device or visit livehealthonline.com.

In case you have questions about using LiveHealth Online Psychology, here are some frequently asked questions (FAQ) and answers.

Q. How do I schedule my first appointment with a psychologist or therapist using LiveHealth Online?

A: You can:

- Visit livehealthonline.com and sign up or log in if you've already signed up. Once you've logged in, choose **LiveHealth Online Psychology**. Next, choose from available therapists after seeing their backgrounds and set up a visit.
- Download the free LiveHealth Online mobile app and then sign up or log in. Once you've logged in, choose **LiveHealth Online Psychology**. Next, select from available therapists after checking out their qualifications and arrange a visit.
- Call **1-844-784-8409**, toll free, from 7 a.m. to 11 p.m. ET or PT.

In most cases, you can make an appointment to see a therapist within four days or less.* LiveHealth Online will send you an email confirming your appointment. Psychologists or therapists using LiveHealth Online cannot prescribe medications.

Q. How do I set up a follow-up appointment?

A: At the end of your first visit, you can set up a future visit with the therapist if both of you feel it's needed. You always have a choice of the therapist you would like to see.

Q. What types of conditions can be treated when you have an online visit with a psychologist or therapist using LiveHealth Online?

A: You can get help for these types of conditions:

- Stress
- Anxiety
- Depression
- Relationship or family issues
- Grief
- Panic attacks
- Stress from coping with a sickness

Q. How long does a visit usually last?

A: A typical visit with a psychologist or therapist using LiveHealth Online Psychology is about 45 minutes.

Q. How much does a telehealth visit using LiveHealth Online cost?

A: Depending on your coverage, the cost may be similar to what you would pay for an office visit, considering benefits, copay or coinsurance. You can pay your share of the visit by using a Visa, MasterCard, Discover or American Express credit or debit card. You'll see what you owe before you start a visit and any cost is charged to your credit card. The cost is the same no matter when you have the visit – whether it's a weekday, the weekend, evening or a holiday.

Q. How do I know if a psychologist or therapist is in-network?

A: When you log into livehealthonline.com, the providers you see on the website are part of the Anthem Blue Cross and Blue Shield provider network. Make sure you select the state where you currently are located to view the most up-to-date list of providers.

Q. Do children need to have their own account to use LiveHealth Online Psychology?

A: No, they do not have to have their own account. A parent or guardian can setup an account and include the child within their account. To schedule a therapy visit for a child just sign up or log in and select LiveHealth Online Psychology for Teens then select the provider the child would like to meet with. Next select who the visit is for to schedule the visit.

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 1-800-273-8255 (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.

*Appointments subject to availability of a therapist.

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. 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. In Connecticut: Anthem Health Plans, Inc. In Georgia: Blue Cross Blue Shield Healthcare Plan of Georgia, 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.