



Sign up for

LiveHealth Online before the first symptom

Because life won't wait for you to feel better

With LiveHealth Online, you can see a doctor 24/7 on your computer or mobile device with a webcam. You do not have to schedule an appointment or even leave your home or office. With LiveHealth Online, you can receive medical advice, a diagnosis and even a prescription if needed.* Best of all, online doctor visits are covered by your Anthem Blue Cross and Blue Shield (Anthem) health plan, at no cost to KEHP members.

With LiveHealth Online, you get:

- Immediate doctor visits through live video
- Your choice of board-certified doctors
- Private, secure and convenient online visits

Cost for KEHP Members

There is no cost for KEHP members.

apple.com



play.google.com/store



When to use LiveHealth Online

Some of the most common uses include:

- Cold and flu symptoms
- Allergies
- Sinus infections
- Migraines
- Upper respiratory infections
- Bronchitis
- Family health questions



Sign up for LiveHealth Online today!

Download our mobile app for free from the [App Store®](#) or [Google Play™](#), or [sign up online.](#)

* Some state laws require a face-to-face visit before allowing prescriptions. To check availability in your state, go to livehealthonline.com. Prescription availability is defined by physician judgment and state regulations. LiveHealth Online is available in most states and is expected to expand to more in the near future. Visit the home page of livehealthonline.com to view the service map by state.

Anthem Blue Cross and Blue Shield is the trade name of Anthem Health Plans of Kentucky, Inc. Independent licensee 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.

Registering with LiveHealth Online is quick and easy

Visit livehealthonline.com to get started. Then follow these steps:

1. Enter your first and last name
2. Provide and confirm your email address
3. Create a secure password for your account
4. Read the "Terms of Use" and check the box to agree
5. Choose your location in the drop-down box of states
6. Enter your birth date
7. Choose your gender
8. For the question "Do you have insurance?" select **Yes**. Be sure to have your Anthem member ID card handy to complete your insurance information as there is no cost to KEHP members. If you are not an Anthem member, select **No**. Please note, when you see a LiveHealth Online provider, the visit fee of \$49 will be billed to your credit card.
9. For **Health Plan**, in the drop-down box select **Anthem Blue Cross and Blue Shield**
10. For **Subscriber ID**, enter your identification number, which is found on your Anthem member ID card
11. Select **Yes** if you are the primary subscriber or **No** if you are not the primary subscriber
12. Select the green **Finish** button

Your account securely stores your personal and health information

You can be confident knowing you can easily connect with doctors when you need to consult about certain conditions, share your health history, and schedule online visits at times that fit your schedule.

How LiveHealth Online works



How to use LiveHealth Online on your computer

Learn your system requirements now, to make sure you can access LiveHealth Online before you need it. You can [get the details here](#).

Questions about how to use LiveHealth Online?

Call toll free at 1-855-603-7985, or email customersupport@livehealthonline.com. If you send us an email, please include your name, email address and a phone number where we can reach you.

Questions about your health plan coverage?

Call the KEHP dedicated Customer Service line (1-844-402-KEHP/5347).

* Select a doctor licensed to practice in the state where you're physically located. If that doctor is seeing another patient, you can choose to go to an online waiting room or you can select another doctor who is available at that moment.



Anthem Blue Cross Blue Shield		State Health Network - SHBP	
<NAME_PT_1>		HMO PLAN	
<NAME_PT_2>			
Identification Number			
SH HMO			
Effective as of:	01/01/2018	Office Visit Co-pay	\$35
Group:	<GROUP><SUP>	Specialist Office Visit Co-pay	\$45
Plan Code:	102	Emergency Room Co-pay	\$150
Rate/RateCN:	0038/004	Urgent Care Co-pay	\$35
RtGroup:	SHBPGAX	Rx	\$20/90/90
<PLANDES1>		Rx Home	\$50125225
<PLANDES2>			
<PLANDES3>			
<GROUP_NAME>			

Blue Cross Blue Shield of Michigan
HMO
PPG

W555403779H0011

You'll find the Web address for LiveHealth Online on the back of your Anthem ID card.