

Frequently asked questions for KEHP members

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.

How much does it cost?

A typical LiveHealth Online visit costs \$49, but your Kentucky Employees' Health Plan (KEHP) is providing it at no cost to you in 2016.

Why is the KEHP partnering with LiveHealth Online?

LiveHealth Online is a program that will benefit both the KEHP and its members.

LiveHealth Online will offer KEHP members convenient and valuable access to medical doctors for common health concerns.

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 doctor. However, it is a convenient option for care if your physician is not available, or if you need care for common problems like a cold or the flu. 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.

How do I access the LiveHealth Online mobile app?

You can download the LiveHealth Online mobile app for free on your mobile device by visiting the App Store[®] or Google Play[™].

Do doctors have access to my health information?

Doctors on LiveHealth Online can only access your health information and review previous treatment recommendations and information from prior LiveHealth Online visits.

If you are using LiveHealth Online for the first time, you will be asked to answer a brief questionnaire about your health before you speak with a doctor. Then, the information from your first online visit will be available for future LiveHealth Online visits.

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. Best of all, LiveHealth Online is a part of your health plan. So the cost of a LiveHealth Online visit is the same or less than a primary care office visit. LiveHealth Online will be at no cost to you! As a member of KEHP, you may use LiveHealth Online for free. If prescriptions are written, you will be responsible for your regular pharmacy cost sharing.

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.

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

No, the cost is the same, which is \$0 for KEHP members.

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

As long as you are located in a state where LiveHealth Online is available, you can get online care. To determine if online visits with a doctor are available in a particular state, please visit livehealthonline.com and view the state map at the bottom of the home page.

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

Some state laws require a face-to-face visit before allowing prescriptions. Every state is different and these laws change often. Please visit livehealthonline.com regularly to see if online visits with a doctor are available 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?

To find out how to use LiveHealth Online on your computer or mobile device, go to livehealthonline.com and select the **About** 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 name
- Your email
- A phone number where you can be reached

