

LiveHealth Online

Easy, quick doctor visits. All from the comfort of your own computer or mobile device.

Talk to a doctor today, tonight, anytime — 365 days a year. Just sign up at livehealthonline.com or on the free mobile app.



Administered by



Now you can get the health care you need without all the hassle

Have a health question? Under the weather? With LiveHealth Online, you don't have to schedule an appointment, drive to the doctor's office and then wait for your appointment. In fact, you don't even have to leave your home or office. Doctors on LiveHealth Online can answer questions, make a diagnosis and even prescribe basic medications when needed.*

With LiveHealth Online, you get:

- Immediate doctor visits through live video
- Your choice of board-certified doctors
- Cost for HMO plan members is a \$35 co-pay
- Cost for HRA plan members is subject to the in-network co-insurance amount
- Private, secure and convenient online visits

What are the qualifications of the doctors you consult via LiveHealth Online?

- Board-certified
- Average 15 years practicing medicine
- Mostly primary care doctors
- Specially trained for online visits

When can you use LiveHealth Online?

As always, you should call **911** with any emergency. Otherwise, you can use LiveHealth Online whenever you have a health concern and don't want to wait. Doctors on LiveHealth Online are available 24 hours a day, 7 days a week, 365 days a year. Some of the most common uses include:

- Cold and flu symptoms such as a cough, fever and headaches
- Allergies
- Sinus infections
- Family health questions
- Stress, depression, anxiety and other related issues

Start a conversation now.

Just sign up at livehealthonline.com or on the app, and you're ready to see a doctor.

How it works

Watch Video Here

Download the app now!

apple.com



play.google.com/store



* 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.

LiveHealth Online is the trade name of Health Management Corporation, a separate company providing telehealth services on behalf of Blue Cross and Blue Shield of Georgia.

Blue Cross Blue Shield Healthcare Plan of Georgia, Inc. is an independent licensee of the Blue Cross and Blue Shield Association. The Blue Cross and Blue Shield names and symbols are registered marks of the Blue Cross and Blue Shield Association.



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. 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 care physician.

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

When is LiveHealth Online available?

Doctors on LiveHealth Online are available 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 StoreSM or Google PlayTM.

Do doctors on LiveHealth Online have access to my health information?

LiveHealth Online doctors 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** using a computer with a webcam, mobile device, tablet 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.

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 do I pay for a LiveHealth Online session?

LiveHealth Online accepts Visa, 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.

How much does it cost to use LiveHealth Online?

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.

To find out how much your visit will cost, enter your member ID on LiveHealth Online and the cost will be shown before you visit with a doctor. On the HMO plan the member pays a \$35 co-pay. On the HRA plan the member pays the in-network co-insurance amount and the member does not have to meet the plan deductible first.

Even your family and friends who are not covered under the State Health Benefit Plan can also use LiveHealth Online by paying the full cost of the visit, \$49.

Effective January 1, 2016 if you are enrolled in the BCBSGa HMO plan you will pay the \$35 co-pay with an acceptable form of payment. If you have enough well-being incentive credits in your MyIncentive Account (MIA), BCBSGa will mail you a check to reimburse you for the \$35 co-pay.

Effective January 1, 2016 if you are enrolled in any of the BCBSGa HRA plans and you have enough HRA well-being incentive credits, those credits will be used to pay for the cost of the LiveHealth Online visit. If you do not have enough HRA well-being incentive credits, you will pay the in-network co-insurance amount with an acceptable form of payment.

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

No. The cost is the same.

Can I get care from a doctor on LiveHealth Online 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 care. To determine if online visits with a doctor are available when you live or are traveling outside of Georgia, 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 when you live or are traveling outside of Georgia. Please note that doctors using LiveHealth Online are not able to prescribe certain prescription medications.**

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

To find out how to use LiveHealth Online on your computer with a webcam or mobile device, go to livehealthonline.com and select the **About** tab. Then scroll down to the *More Information* section on the left side of the page.

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

You can email, customersupport@livehealthonline.com or call toll free at 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



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BlueCross BlueShield
of Georgia

* Subject to change.

** Doctors using LiveHealth Online are not able to prescribe controlled substances such as anxiety or pain medications or lifestyle drugs that treat conditions such as baldness, acne, or wrinkles.

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