LiveHealth Online

How to register in minutes before you feel sick

Using LiveHealth Online, you can have a private and secure video visit with a board-certified doctor 24/7 on your smartphone, tablet or computer with a webcam. It's a quick and easy way to get the care you need with no appointments or long wait times.

When your own doctor isn't available, use LiveHealth Online if you have pinkeye, a cold, the flu, a fever, allergies, a sinus infection or other common health condition. A doctor can assess your condition, provide a treatment plan and even send a prescription to your pharmacy, if it's needed.[1]

How to get started

Rather than waiting to sign up when you're not feeling well, register today so you're ready for a visit when you need one. To sign up, visit **livehealthonline.com** or download the free LiveHealth Online app to your mobile device. Next, you:

1. Choose **Sign Up** to create your LiveHealth Online account. Then enter information like your name, email address, date of birth and create a secure password.

2. Read the *Terms of Use* and check the box to agree.

3. Choose your location in the drop-down box of states.

4. Enter your birth date and choose your gender.

5. For the question "Do you have insurance?", select **Yes.** Be sure to have your Anthem member ID card handy to complete your insurance information. If you choose **No,** you can still enter your insurance information later.

6. For **Health Plan,** in the drop-down box, select **Anthem.**

7. For **Subscriber ID,** enter your identification number, which is found on your Anthem member ID card. Select **Yes** if you are the primary subscriber or **No** if you are not the primary subscriber.

8. Insert a service key if you have one. If you don't have a service key that's OK, this is optional and not required to register.

9. 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 to use LiveHealth Online for a video visit with a doctor

start …

1 Log in or register in just minutes.

2 Select **LiveHealth Online Medical** to review available doctor profiles.

3 Select the **Connect** button for the doctor of your choice.[2]

4 Select who the visit is for (example: your child).

5 Share the reason for the visit.

6 Enter health history and medications.

7 Select a pharmacy.

8 Verify your insurance information.

9 Copay or your percentage of the cost processed by credit card.

10 Consultation with board-certified doctor within minutes.

11 Doctor diagnoses patient. If medicine is prescribed, it is sent to your selected pharmacy.[1]

12 Conversation summary is stored in your personal LiveHealth Online account.

13 Claim is sent to Anthem.

… finish

Questions about how to use LiveHealth Online?

Call toll free at **1-888-LiveHealth (548-3432)** or email **help@livehealthonline.com.** If you send us an email, please include your name, email address and a phone number where we can reach you.