

LiveHealth Online Psychiatry

What you need to know about video visits with a psychiatrist



What is LiveHealth Online Psychiatry?

Now you can see a board-certified psychiatrist to help you manage medications.¹ Whether you're at home, at work or on the go. Just download the free LiveHealth Online app to your mobile device or visit livehealthonline.com on a computer with a webcam.

When is LiveHealth Online Psychiatry available?

You can have a video visit with a psychiatrist usually in two weeks.² Appointments, which are also available on evenings and weekends, can be scheduled online or over the phone at **1-888-548-3432** from 8 a.m. to 8 p.m., seven days a week.

What can psychiatrists on LiveHealth Online help me with?

Psychiatrists on LiveHealth Online can help you manage some of your medications. Keep in mind, though, they can't prescribe medications that are controlled substances.

For counseling sessions, contact a psychologist or therapist on LiveHealth Online Psychology. Remember, if you're in crisis or having suicidal thoughts, get help right away or call 911.

How much does it cost to use LiveHealth Online Psychiatry?

You'll see your cost before the visit starts. Your Anthem plan includes benefits for video visits using LiveHealth Online,

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

No, the cost is the same.

How do I pay for a LiveHealth Online Psychiatry visit?

You can use PayPal, American Express, Visa, MasterCard and Discover cards to pay for an online visit. If you have the FSA Account, you can use that card up to your elected amount.



How can I make an appointment?

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 Psychiatry** to schedule an appointment with the board certified doctor you would like to see.
- **Mobile app:** Download the free LiveHealth Online mobile app from the App Store® or on Google Play™ and then sign up or log in. Once you've logged in, choose **LiveHealth Online Psychiatry**. Next, select from available doctor's after checking out their qualifications and arrange a visit.
- **Phone:** You can also call **1-888-548-3432** from 8 a.m. to 8 p.m., seven days a week.

In most cases, you can make an appointment to see a psychiatrist in two weeks.² This may be sooner than waiting for an office visit. LiveHealth Online will send you an email confirming your appointment.

What type of computer do I need to use LiveHealth Online?

You'll need high-speed Internet access, a webcam or a built-in camera with audio. To learn what computer hardware and software you need, go to livehealthonline.com and select **Frequently asked questions** under the *How it works* tab.

How do I know if a psychiatrist is in my plan?

When you log into livehealthonline.com, the psychiatrists you see on the website are part of your plan. Make sure you select the state where you are to see the most current list of psychiatrists.

How old do I have to be to see a psychiatrist?

You must be 18 years old or older to schedule a visit.

What if I still have questions about using LiveHealth Online?

Send an email to customersupport@livehealthonline.com or call toll free at **1-888-548-3432**.



If you send us an email, please be sure to include:

- Your name
- Your email
- A phone number where you can be reached



¹ Prescriptions determined to be a "controlled substance" (as defined by the Controlled Substances Act under federal law) cannot be prescribed using LiveHealth Online. Psychiatrists on LiveHealth Online will not offer counseling or talk therapy.
² Appointments subject to availability.

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 1-800-784-2433 (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.

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