Using LiveHealth Online, you can have a private and secure video visit with a board-certified doctor or licensed therapist on your smartphone, tablet or computer with a webcam. It’s an easy way to get the care you need at home or on the go.

When your own doctor isn’t available, use LiveHealth Online 24/7 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.

If you’re feeling anxious or having trouble coping on your own and need some support, you can have a video visit with a therapist using LiveHealth Online. Make an appointment in four days or less at livehealthonline.com or on the phone at 1-888-548-3432 from 7 a.m. to 7 p.m., seven days a week. Evening and weekend appointments are available. You can get help for anxiety, depression, grief, panic attacks and more.

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

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. Select who the visit is for (example: your child).
4. Share the reason for the visit.
5. Enter health history and medications.
6. Select a pharmacy.
7. Select a pharmacy.
8. Verify your insurance information.
9. Copy 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.
12. Conversation summary is stored in your personal LiveHealth Online account.
13. Claim is sent to Anthem.

... finish

The steps to set up an appointment with a therapist using LiveHealth Online Psychology are very similar to seeing a doctor. You need to select LiveHealth Online Psychology to see available therapists and schedule an appointment.

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.

3 Prescription availability is defined by physician judgment and state regulations. Visit the home page of livehealthonline.com to view the service map by state.

2 Appointments subject to availability of a therapist.

3 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.

LiveHealth Online is the trade name of Health Management Corporation, a separate company providing telehealth services on behalf of Anthem.

Psychologists or therapists using LiveHealth Online cannot prescribe medications.

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.

If you're a retiree or have coverage that complements your Medicare benefits, your employer sponsored health plan may not include coverage for online visits using LiveHealth Online. Check your plan documents for details. You can still use LiveHealth Online, but you may have to pay the full cost of a visit. Online visits using LiveHealth Online may not be a covered benefit for HRA and HSA+ members.

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