



## What if your employees could see a doctor on a lunch break without leaving work?

### They can with LiveHealth Online!

You know what it's like when your employees need to see a doctor. They may have to take a longer lunch break, work a shortened day or even take a day off. And if they can't get in to see their doctors, they might come to work sick and expose others to their illness. In some cases, they might even go to the emergency room. All of this can hurt workplace productivity and make everyone's health care costs go up.

### Introducing LiveHealth Online - the quick and easy way to see a doctor anywhere your employees have an Internet connection.

Now when your employees have health care questions or are under the weather, they don't have to schedule an appointment, drive to the doctor's office or hang around in crowded waiting rooms. In fact, they don't even have to leave their home or work.

LiveHealth Online is a new communications tool that lets your employees talk to doctors online by two-way video on a computer. Doctors can answer questions, make a diagnosis and may prescribe basic medications.

### Here's why your employees will love LiveHealth Online:

- They can use it at work, at home, anywhere and never need an appointment.
- It's fast. They can log in and talk to a doctor within a few minutes.
- Doctors are available seven days a week, 24 hours per day.
- It's private and secure, and they can choose a board-certified doctor from an available group.
- When needed, prescriptions are emailed right to employees' local pharmacies, if that information is given to the doctor. (Note: Some states limit prescriptions to in-person visits.)
- It's affordable. Employee members can use the tool, as part of their health plan, at no charge or pay their standard office visit copay. (Options depend on your health plan).
- Employees and family who aren't members can use it too, but pay the full price for the visit. Doctors using the LiveHealth Online tool charge an average fee of \$49.





### Here's why you'll love LiveHealth Online:

- Reduced health care costs. When employees choose to see doctors online instead of going to urgent care centers or retail health clinics, everyone saves money.
- Higher productivity. Employees may be absent less and not come to work sick because they can't find time to get to the doctor.
- Less stressed employees. Employees will enjoy how fast and easy it is to see a doctor online and get the care they need.
- High satisfaction rates. Users of online care report high satisfaction results: 92% report a "good", "very good" or "excellent" experience.<sup>1</sup>

### See how easy it is to get started with LiveHealth Online!

Contact your sales representative for more information and visit [livehealthonline.com](http://livehealthonline.com). LiveHealth Online is not available in all states.

### Your employees can use LiveHealth Online for non-urgent matters like:

- Cold and flu symptoms including a cough and fever
- Allergies
- Sinus infections
- Bronchitis
- Urinary tract infections
- Diarrhea

<sup>1</sup> 2011 study by American Well, Inc.

# LiveHealth Online

Easy, fast 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 enroll at [livehealthonline.com](http://livehealthonline.com) or on the free, mobile app.



## 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 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 U.S. board-certified doctors.
- Help at the same cost as your regular doctor visits.
- Private, secure and convenient online visits.

### Who are the doctors who use LiveHealth Online?

- U.S. board-certified.
- Average 15 years practicing medicine.
- Mostly primary care physicians.
- 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 are available 24 hours a day, seven 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

### Start a conversation now.

Just enroll for free at [livehealthonline.com](https://livehealthonline.com) or on the app, and you're ready to see a doctor.

\*As legally permitted in certain states

## Download the app now!

[apple.com](https://apple.com)



[play.google.com/store](https://play.google.com/store)



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## Frequently Asked Questions

### What is LiveHealth Online?

LiveHealth Online is a convenient way for you to talk with and get treatment from a doctor at [livehealthonline.com](https://livehealthonline.com) or on your smartphone or tablet using the free app. It is secure, private, easy-to-use and affordable. You can have live, instant or planned visits with doctors seven days a week, 24 hours a day. You use two-way video conferencing, along with instant messaging.

### Why would I use LiveHealth Online instead of going to visit my doctor in person?

The choice to use LiveHealth Online is different for each person. For some, busy schedules, location or other conflicts make it hard to get to the doctor's office. It also depends on the type of condition you need care or treatment for. Sometimes there's just no substitute for going to the doctor in person. But other times, the convenience of having a doctor a click away can help you get the care you need when you need it.

Enroll at  
[livehealthonline.com](https://livehealthonline.com)  
or download the free  
app at the Apple App  
Store or Google Play.

### When is LiveHealth Online available?

Doctors are available on LiveHealth Online seven days a week, 24 hours a day, 365 days a year.

### Do doctors have access to my health information?

If you enroll and set up an account, doctors who use LiveHealth Online can 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, and have not enrolled or set up an account, you will be asked to answer a brief questionnaire to gather relevant health information before you speak with a doctor. This information from your online visit will be available for future LiveHealth Online visits.

### How does online care work? Do I need an appointment?

Whenever you think you need to see a doctor, simply go to [livehealthonline.com](https://livehealthonline.com) or download the free app from the Apple App Store or Google Play. Just enroll for free, set up a personal account and you are ready to see a doctor.

Establishing an account allows you to securely store your personal, health, and payment information so you can more easily connect with doctors in the future, share your health history and even schedule future online visits at times that are convenient for you. Once connected, you can talk and interact with the doctor as if you were in a private exam room.



**What are some of the most common reasons to see a doctor using LiveHealth Online?**

People use LiveHealth Online for a range of medical issues. The most common are cold and flu symptoms, fevers, allergies, infections and other similar illnesses.

**How long does a LiveHealth Online session with a doctor usually last?**

A typical LiveHealth Online session is about 10 minutes.

**How much does it cost to use LiveHealth Online?**

You can see a doctor using LiveHealth Online for the same cost as your regular doctor visits. You just have to enroll for free at [livehealthonline.com](http://livehealthonline.com) or on the app, and choose a doctor to see your cost. Without enrolling, your health plan won't be able to cover your visit.

**Will I be charged different amounts for using video or instant messaging features?**

No. The cost is the same.

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

No. The cost is the same.

**How do I pay for a LiveHealth Online session?**

LiveHealth Online accepts Visa, MasterCard and Discover cards.

**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. You can also use the app on your smartphone or tablet if you aren't near your computer.

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

Go to [livehealthonline.com](http://livehealthonline.com) and click on "System Requirements."

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

You can email [customersupport@livehealthonline.com](mailto:customersupport@livehealthonline.com) (include your email address and phone number) or call toll free at 855-603-7985.



## LiveHealth Online

Visitas al médico rápidas y fáciles.  
Todo desde la comodidad de su propia  
computadora o dispositivo móvil.

Hable con un médico hoy, esta noche o en  
cualquier momento, los 365 días del año. Solo  
tiene que inscribirse en [livehealthonline.com](http://livehealthonline.com) o  
en la aplicación móvil gratuita.



## Ahora puede obtener la atención médica que necesita sin complicaciones

¿Tiene alguna pregunta sobre salud? ¿No se siente bien? Con LiveHealth Online, no tiene que programar una cita, dirigirse al consultorio del médico y luego esperar a que lo atiendan. De hecho, ni siquiera tiene que dejar su casa o la oficina. Los médicos pueden responder preguntas, hacer un diagnóstico e incluso recetar medicamentos básicos cuando sea necesario.\*

Con LiveHealth Online, obtendrá lo siguiente:

- Visitas inmediatas al médico a través de un video en vivo;
- Su elección de médicos certificados por la junta de EE. UU.;
- Ayuda por el mismo costo que las visitas regulares al médico;
- Visitas privadas, seguras y convenientes a través de Internet.

### ¿Quiénes son los médicos que usan LiveHealth Online?

- Médicos certificados por la junta de EE. UU.;
- Médicos que ejercen la medicina, en promedio, desde hace 15 años;
- Mayormente, médicos de atención primaria;
- Médicos especialmente capacitados para realizar visitas a través de Internet.

### ¿Cuándo puede usar LiveHealth Online?

Como siempre, para cualquier emergencia debe llamar al 911. De lo contrario, puede usar LiveHealth Online siempre que tenga un problema de salud y no desee esperar. Los médicos se encuentran disponibles las 24 horas del día, los siete días de la semana, los 365 días del año. Entre algunos de los usos más comunes se encuentran los siguientes:

- Síntomas de gripe y resfrío, como tos, fiebre y dolores de cabeza
- Alergias
- Sinusitis
- Preguntas sobre la salud de la familia

### Inicie una conversación ahora

Solo tiene que inscribirse gratuitamente en [livehealthonline.com](https://livehealthonline.com) o en la aplicación, y estará preparado para consultar a un médico.

\* Según lo permitido legalmente en algunos estados

¡Descargue  
la aplicación  
ahora mismo!

[apple.com](https://apple.com)



[play.google.com/store](https://play.google.com/store)



LiveHealth Online es el nombre comercial de Health Management Corporation, una empresa por separado que provee servicios de telesalud en nombre de Anthem Blue Cross.

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