

LiveHealth Online Employee Assistance Program (EAP) Video Visits FAQ



LiveHealth Online EAP: What you need to know

Now, you can see a licensed counselor wherever you have Internet access. Just download the free LiveHealth Online app on your mobile device or visit livehealthonline.com.

In case you have questions about using LiveHealth Online EAP, here are some frequently asked questions (FAQ) and answers.

Q. How do I schedule my first appointment with an EAP counselor using LiveHealth Online?

A: You can:

- Call the EAP toll-free at 800-647-9151 and request a referral. If your issue is appropriate for this type of counseling, you'll receive an email from EAP with instructions on how to register and a special coupon code.
- Go to livehealthonline.com to sign up or log in if you've already registered.
- Follow email instructions on how to add EAP to your service menu.
- Schedule an appointment.
- Call **888-548-3432** for LiveHealth Online Customer Support at any time.

In most cases, you can make an appointment to see a counselor within four days or less.* LiveHealth Online will send you an email confirming your appointment. You need to be at least 10 years or older to visit with a counselor online. Counselors using LiveHealth Online cannot prescribe medications.

Q. How do I set up a follow-up appointment?

A: At the end of your first visit, you can set up a future visit with the counselor if both of you feel it's needed. You always have a choice of the counselor you would like to see.

Q. How much will I have to pay to use LiveHealth Online for my EAP counseling visits?

A: Good news. Nothing. The EAP will email you a special coupon code that you'll enter before each of your three visits. This will zero out the fee. If you go beyond the 3 authorized visits fees may apply.

Q. What if I need to cancel a visit?

A: Go back to your LiveHealth Online appointment confirmation email. At the bottom you'll find a "Cancel Appointment" icon. Simply click on it. You'll receive an email confirming your cancellation.

Q. How long does a virtual visit last?

A: A typical visit with a counselor using LiveHealth Online Psychology is about 45 minutes.

Q. What types of conditions can be treated when you have an online visit with a LiveHealth Online counselor?

A: You can get help for these types of conditions:

- Stress
- Anxiety
- Grief
- Depression
- Panic attacks
- Relationship or family issues
- Coping with illness
- Parenting

Q. What if I want to try a different counselor for my next LiveHealth Online appointment?

A: You can simply choose another counselor when scheduling.

Q. If I schedule with a different counselor for my second appointment do I still get three no cost visits?

A: Under your EAP plan, you receive a total of three visits for the issue.

Q. How do I know if a counselor is in-network with my health insurance?

A: When you log in to livehealthonline.com, the providers you see on the website are part of your Anthem provider network. Make sure you select the state where you currently are located to view the most up-to-date list of providers.

Q. Do children need to be at least 18 to have their own LiveHealth Online account?

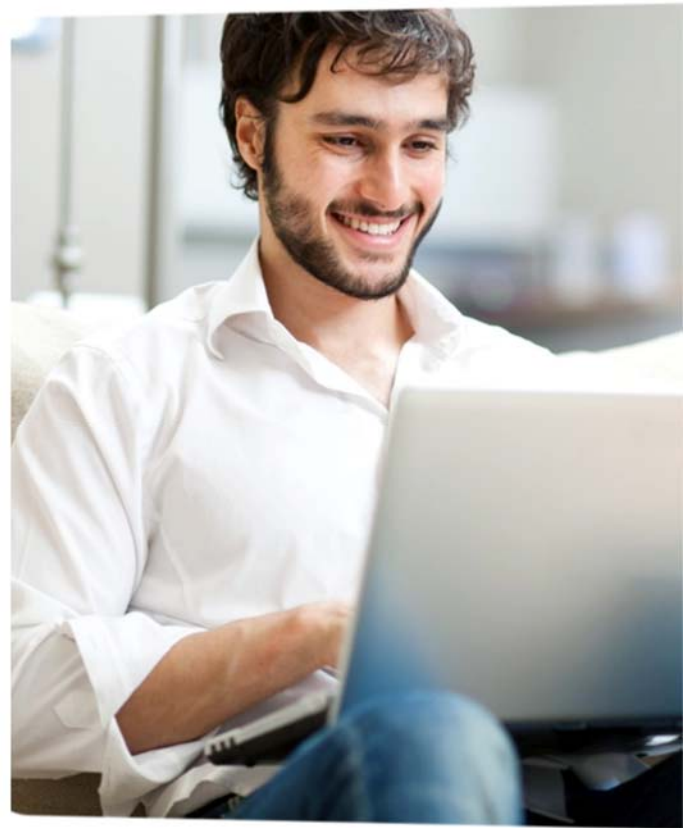
A: Yes. With LiveHealth Online EAP, you as a parent, can set up visits for your children (10 -17 years). You will need a separate coupon code for each child's no cost visits.

Q. What if I want to see my LiveHealth Online counselor in their office?

A: Your EAP LiveHealth Online counselor will be in your state but could be hours away. Once you begin this modality of treatment, face to face office visits will not be available. If you've had just one virtual visit and are not comfortable, please call your EAP at 800-647-9151 to discuss options available to you.

Q. What happens when I've exhausted my three no cost counseling visits with EAP?

A: If continued counseling is indicated, you can continue to see the counselor using LiveHealth Online Psychology if you have Anthem's medical plan. Copays and deductible apply. If you don't have insurance you can simply pay for the session using a credit card. If you have other insurance you'll want to check to see what options are available to you.



Q. What are the benefits of using LiveHealth Online video visits versus office visits?

A: There are a few things you might consider in making your decision. With video visits:

- You won't have to sit in a provider's office waiting to be seen.
- Chances are you'll be seen sooner than waiting for a face-to-face office visit.
- There is no need to travel during inclement weather and you'll save on travel time too.
- You can be seen for your visit in the comfort of your own home or anywhere there is internet and privacy.
- It's easy and convenient!

