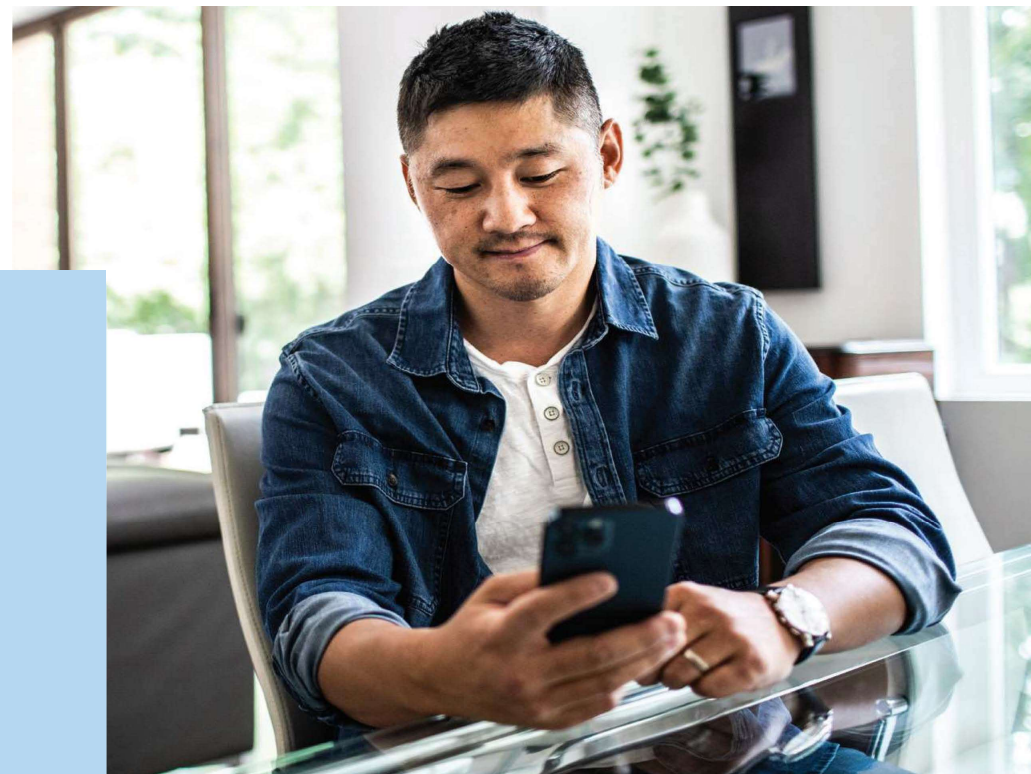


**Connect with a
therapist from the
privacy of your home.**



**Your EAP offers access to
counseling when you need it.**



Requesting a video visit is EASY to do.

Here's what you need to do.



Call the EAP at 800-647-9151. Request video counseling visits using LiveHealth Online.



Check your email for a secure message from the EAP with instructions on how to register and a special coupon code to zero out the fee for your 3 no cost video visits.



Use the link or QR code provided in the EAP email to access and create an account for LiveHealth Online.



What are my care options?

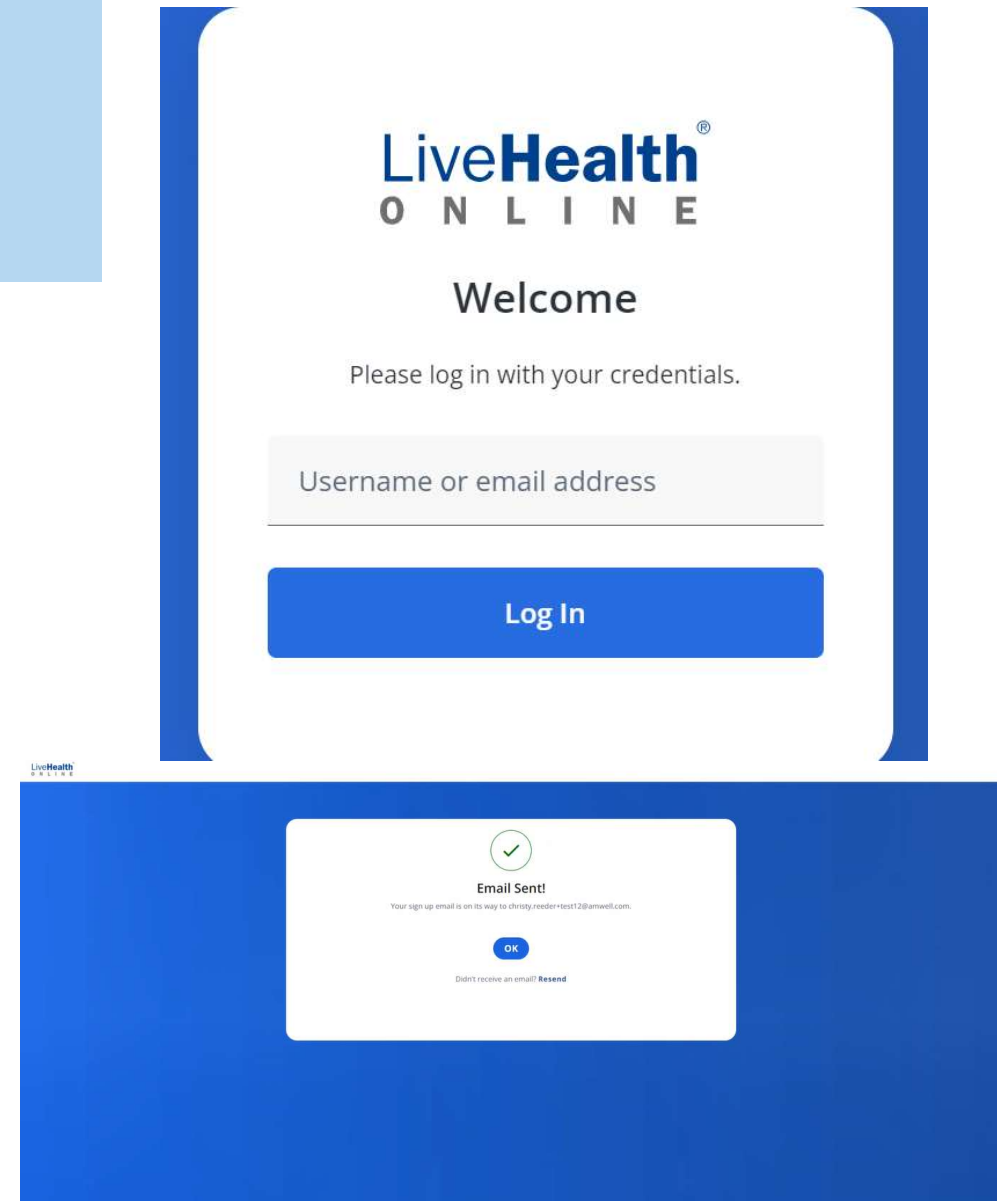
- Select from a variety of medical services for yourself and your loved ones.
- Consult with board-certified doctors, therapists, psychiatrists, and others.
- View a doctor's availability and experience before your visit.

[Create an Account](#)

Have an account? [Log in](#)

Create a new account.

- The member will be asked to provide an email address that will be used as their username on the account.
- Email is then confirmed. A sign-up email is then sent to the member.



Create a new account...continued.

- The member will receive an “Invitation to LiveHealth Online” email. They will click on Accept Invitation.
- The customer will then be taken to the “Sign Up” screen. The email address already shared will be their username. They are then asked to create the password for their account.



Welcome!

Please verify your email address to confirm your account.

[Verify Email Address](#)

Thank you,
LiveHealth Online

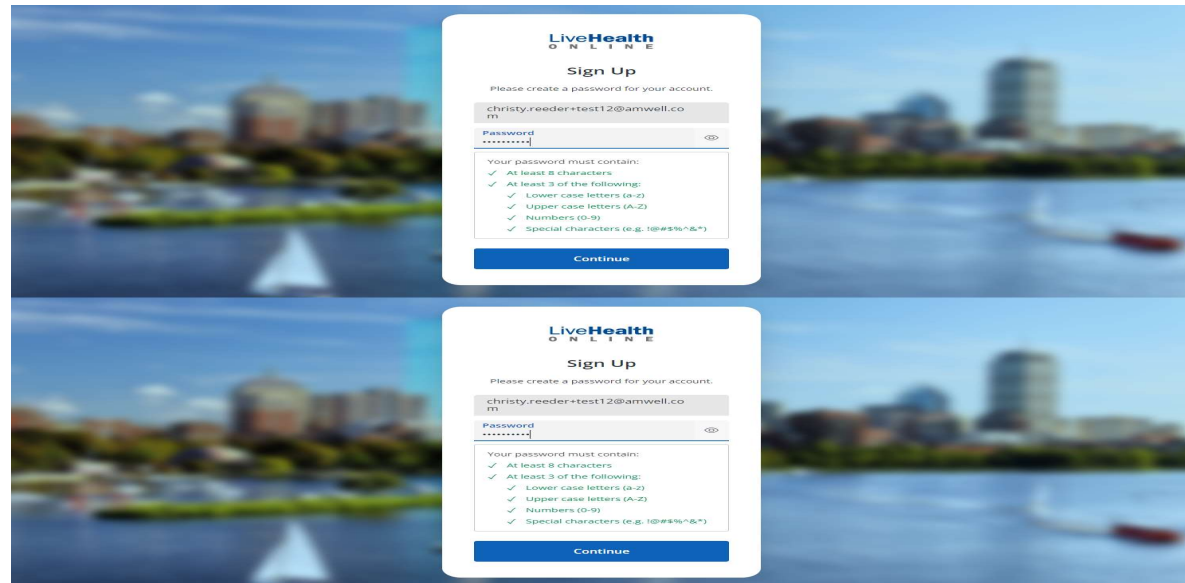
You're receiving this email because you have an account with LiveHealth Online. If you need further assistance, please contact us at 1-888-LiveHealth (1-888-548-3432).



Email Verified

Your email address was successfully verified.

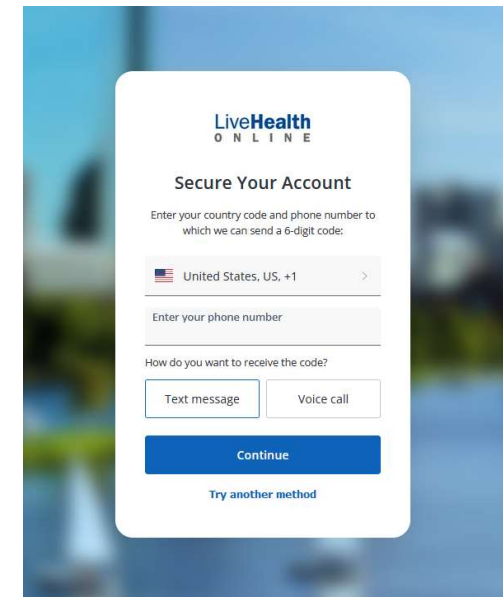
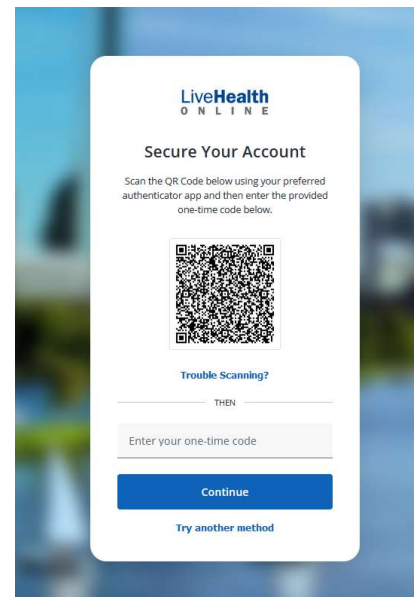
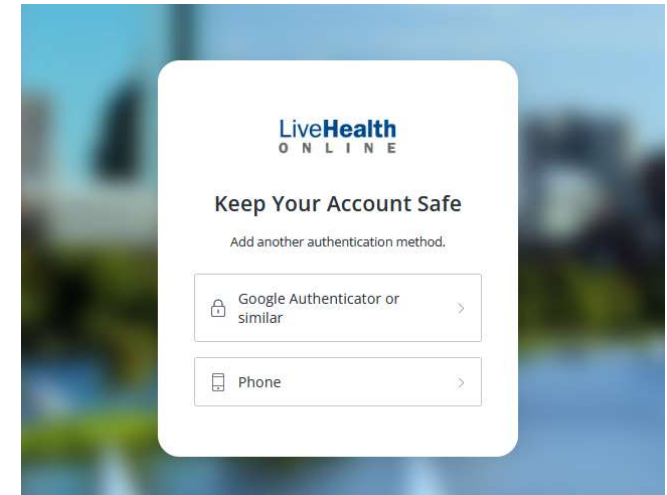
[Continue](#)



Create a new account...continued.

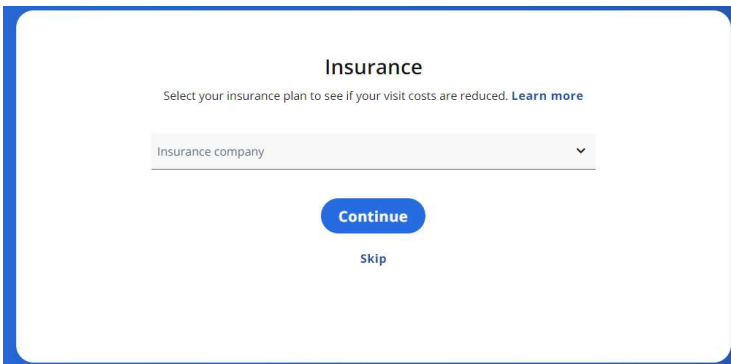
The next step is authentication, there is an option to either use the Google Authenticator or by phone.

- Google Authenticator: Scan the QR code and then enter the provided one time code.
- Phone: A 6-digit code will be sent to the phone number provided.
- Accept terms of use.



Create a new account...continued.

The member is then taken to the “About You” page where they are asked to provide info to finalize their account. First name, last name, DOB, Insurance Info, etc.



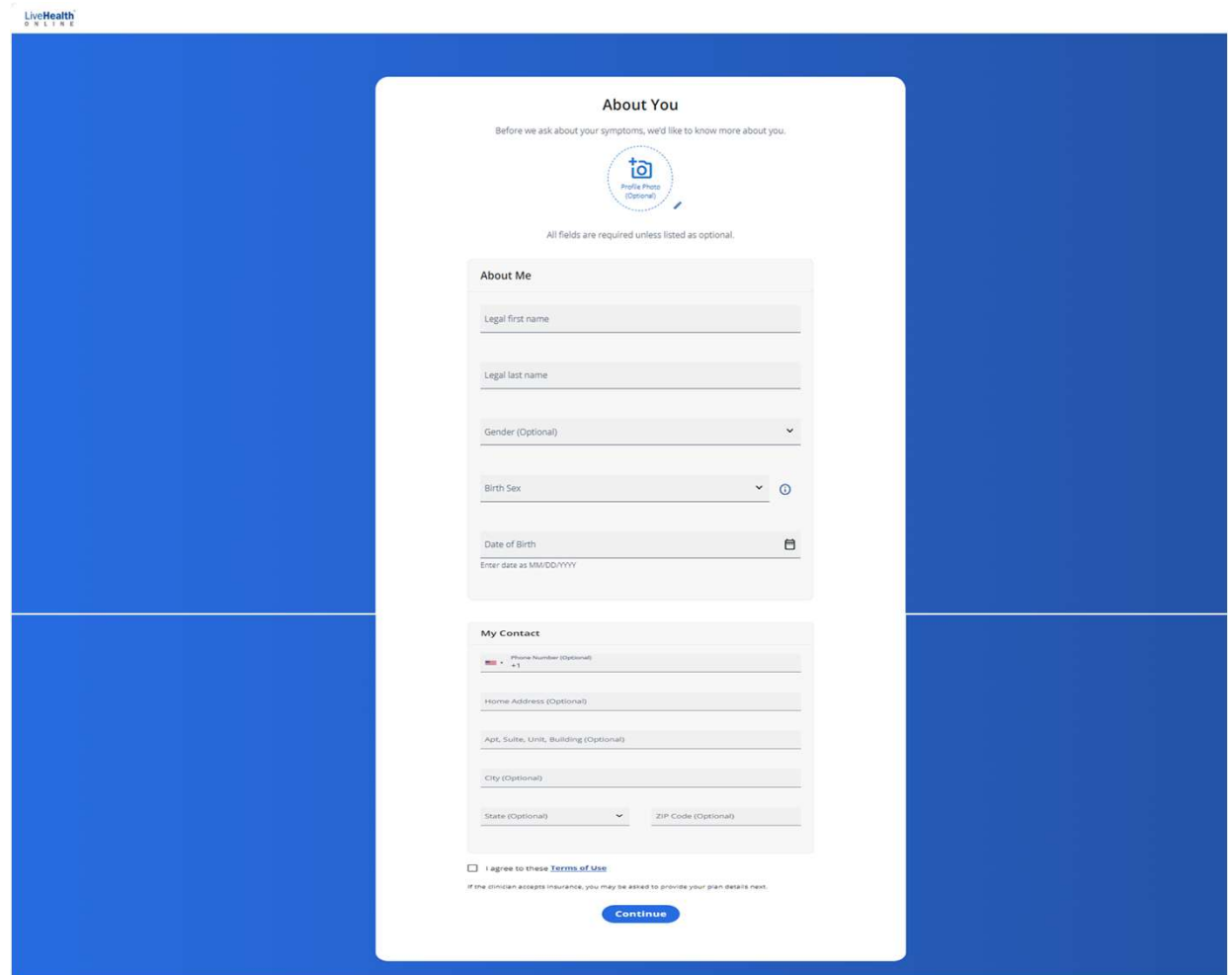
Insurance

Select your insurance plan to see if your visit costs are reduced. [Learn more](#)

Insurance company

Continue


Skip



LiveHealth
ONLINE

About You

Before we ask about your symptoms, we'd like to know more about you.

 Profile Photo (Optional)

All fields are required unless listed as optional.

About Me

Legal first name

Legal last name

Gender (Optional)

Birth Sex

Date of Birth

Enter date as MM/DD/YYYY

My Contact

Phone Number (Optional)

Home Address (Optional)

Apt., Suite, Unit, Building (Optional)

City (Optional)

State (Optional) ZIP Code (Optional)

I agree to these [Terms of Use](#)

If the clinician accepts insurance, you may be asked to provide your plan details next.

Continue

Create a new account...continued.

The account is now created, and the member is taken to their home page where they can set up a new visit.



Let's get started, Michele!

To request care for Michele, tap the button below.


[Set Up New Visit](#)

Setting up the visit

Cancel

Who is this visit for?

We'll match them with the right type of clinician.

Me 

Michele

[+ Add Child](#)


[Continue](#)

< Cancel

Where will you be located for this visit?

[How we use your location](#)

Street Address




[Continue](#)

Setting up the visit...continued

< Cancel


Care Category

What type of care do you need today?



Mental Health

Schedule a video visit with a licensed therapist or psychologist for talk therapy, or a board-certified psychiatrist for medication management.



Urgent Care

Board-certified doctors are available 24/7 to assess your symptoms and provide a treatment plan, including prescriptions to your pharmacy, if needed.

< Cancel

Mental Health

Schedule a video visit with a licensed therapist or psychologist for talk therapy, or a board-certified psychiatrist for medication management.

**LiveHealth Online
Therapy**

Therapy

If you're feeling anxious, depressed, or having trouble coping with problems at home or at work, you can schedule a video visit to talk with a licensed therapist or psychologist.

**LiveHealth Online
Psychiatry**

Psychiatry


Schedule a video visit with a board-certified psychiatrist for medication management of mental health conditions.

Setting up the visit...continued

< Cancel


Visit Type

What type of visit do you need?



Initial

Select this option if you are having a visit in this practice for the first time.



Follow Up

If you are a returning patient to this practice, select this option.

< Step 1 of 8 Cancel

Reason for This Visit

Briefly describe why you're here today.

Add details for the provider

Text input field for provider details.

Add a photo (optional) ⓘ
Photos may help the provider build a more effective treatment plan. Please only share photos related to the reason for the visit.

Tap here to upload files

Continue

Setting up the visit...continued

Step 2 of 8 Cancel

Additional Questions

Please answer the following questions to give your clinician additional insight

Please list an Emergency Contact Name


Please list an Emergency Contact Phone Number

Answering on the questions is not required, you can go to the next step


[Continue](#)

Step 3 of 8 Cancel

Schedule a visit

Date
01/07/2024 

Enter date as MM/DD/YYYY



Joseph Sherry
Psychology >

Available appointments (EST): See all

[11:00 AM](#) [3:00 PM](#) [4:00 PM](#)

Setting up the visit...continued

Step 4 of 8 Cancel

Insurance

Select your insurance plan to see if your visit costs are reduced. [Learn more](#)

Insurance company

[Continue](#)

[Skip](#)

Step 5 of 8 Cancel

Confirm contact information

When it's time, we'll send you an email and text message with a link to join the visit

Mobile Number
603-000-0000 [Edit](#)

Email Address
michele@anthem.net [Edit](#)

By giving your mobile number, you agree to automated calls and text messages about this and follow-up visits, test results, healthcare, account and insurance, and agree to the Terms of Use and Privacy Policy. Standard message and data rates apply. Message frequency varies.

[Continue](#)

Setting up the visit...continued

The screenshot shows a mobile application interface for 'Health Details'. At the top, there is a navigation bar with a back arrow on the left, the text 'Step 6 of 8' in the center, and a 'Cancel' button on the right. The main content area is titled 'Health Details' and contains three questions, each with two radio button options: 'Yes' and 'No'. The questions are: 'Are you taking any medications?', 'Are you allergic to any medications?', and 'Any known medical conditions?'. At the bottom center, there is a blue 'Continue' button.

< Step 6 of 8 Cancel

Health Details

Are you taking any medications?

Yes No

Are you allergic to any medications?

Yes No

Any known medical conditions?

Yes No

Continue

Setting up the visit...continued

Step 7 of 8 Cancel

Payment

You won't be billed until the visit has ended.

Your Cost
\$80.00

Add a coupon code to reduce the cost of your visit: [Add Code](#)

Add Debit or Credit Card Add

Submit

Your visit cost may change based on your medical plan benefit coverage and is the patient's responsibility at the time of the visit.
The price only includes the cost of the visit. The cost of any medication or treatment prescribed as a result of the visit are not included in the cost.

Add Code ✕

Coupon Code

Apply Coupon

Setting up the visit...continued

Step 8 of 8 Cancel

Review and confirm visit

Take a moment to review the details of the visit. You will not be charged until after meeting with the provider.

Visit details

Monday, February 26, 2024
3:00 - 4:00 PM EST

Joseph Sherry
Psychology
Reason for visit
Therapy

Location during visit
New Hampshire

Maximum out of pocket cost
\$0.00

We'll handle the cost and you will not be charged until after the visit is complete. With insurance, employee assistance or other programs, you may pay less based on your benefits.

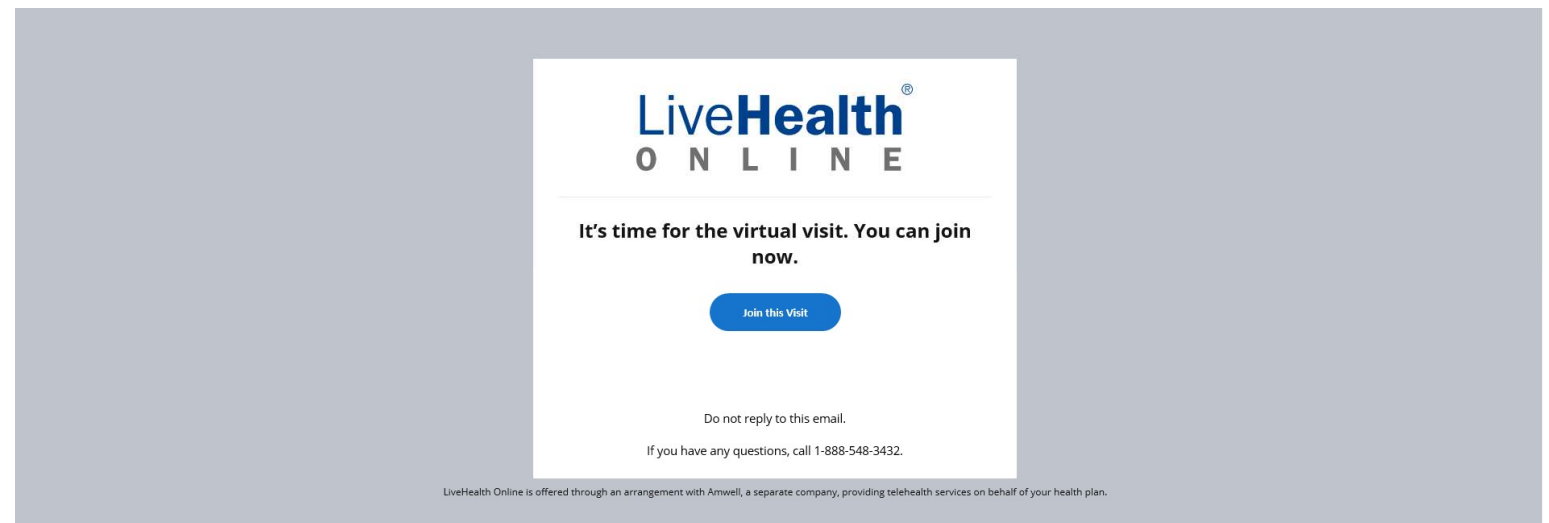
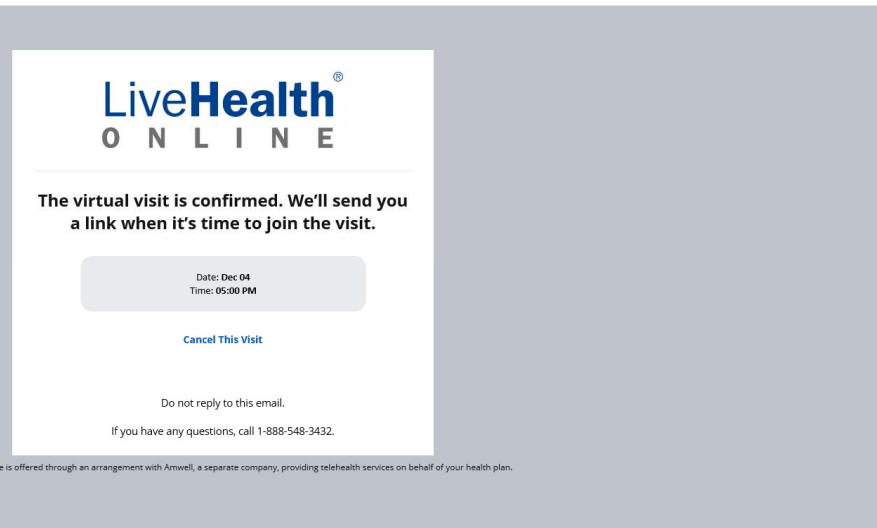
Agree to all

I agree to the following: [Terms and Conditions & Privacy Policy](#)

I agree to the following: [Notice of Privacy Policy](#)

Confirm

Confirmation email and text are sent to the member.



Authentication

LiveHealth
ONLINE

Keep Your Account Safe
Add another authentication method.

- Google Authenticator or similar >
- Phone >


For support call 888-548-3432

[Sign Up](#) | [Privacy Policy](#) | [Terms of Use](#)

LiveHealth
ONLINE

Secure Your Account

Scan the QR Code below using your preferred authenticator app and then enter the provided one-time code below.



[Trouble Scanning?](#)

THEN

Enter your one-time code


Continue

[Try another method](#)

LiveHealth
ONLINE

Secure Your Account

Enter your country code and phone number to which we can send a 6-digit code:

 United States, US, +1 >

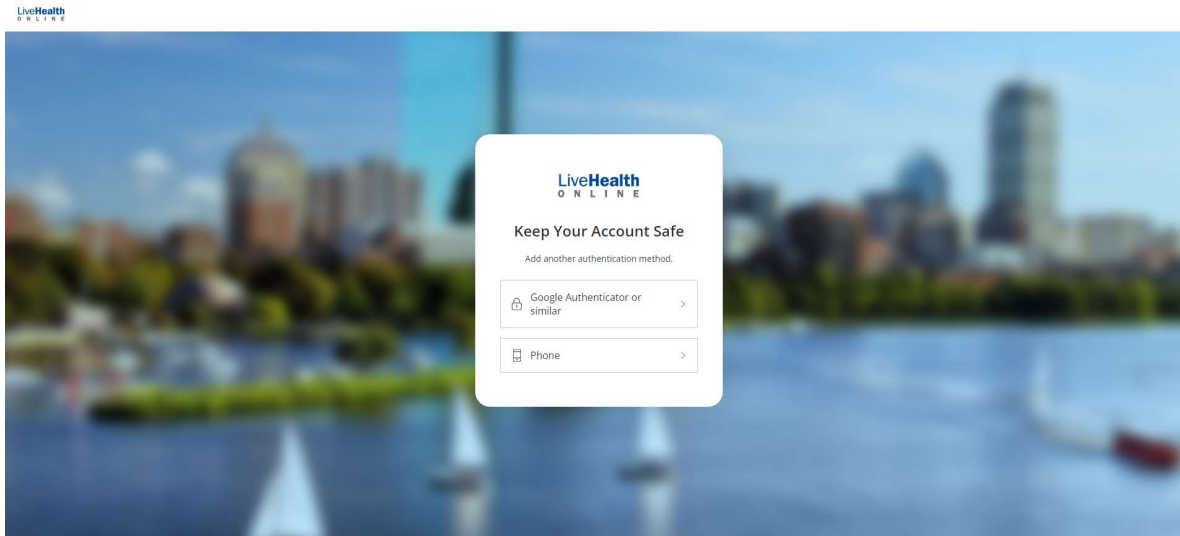
Enter your phone number

How do you want to receive the code?

Continue

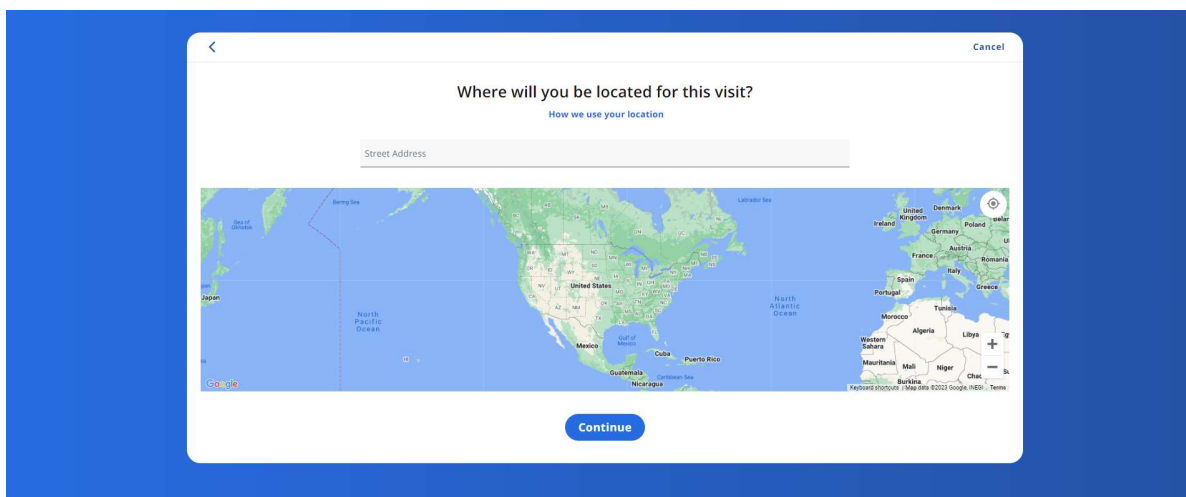
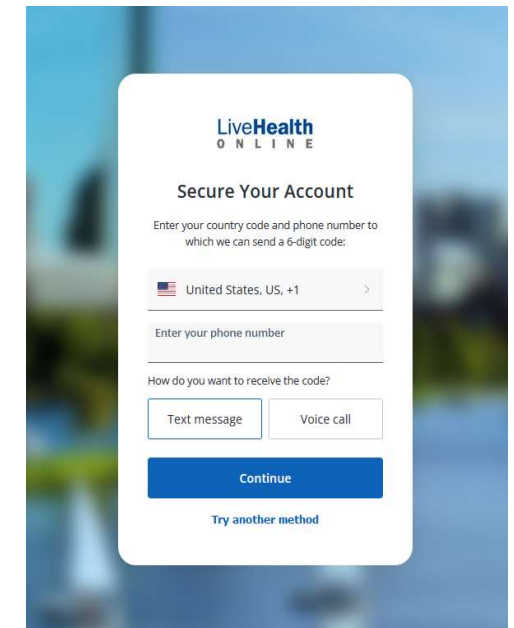
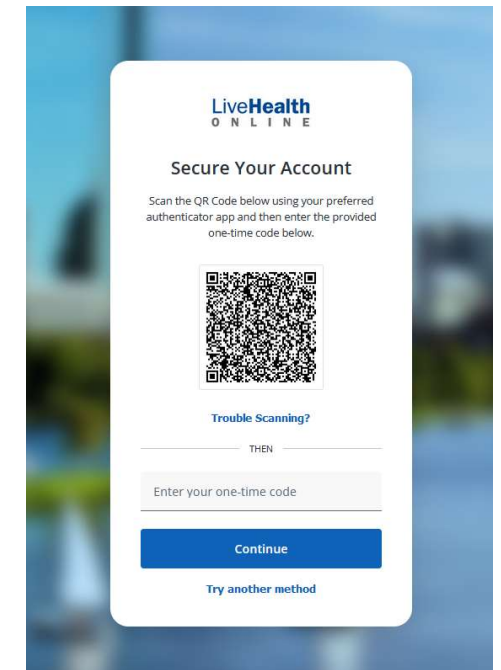
[Try another method](#)

Authentication and confirm location



For support call 888-548-3432

[Sign Up](#) | [Privacy Policy](#) | [Terms of Use](#)



Authentication and confirm location

Additional Questions

Please answer the following questions to give your clinician additional insight

Before we get started, please accept our [Terms of Use and Privacy Policy](#)

Accept

We will connect you with your provider soon!

Before we do, we would like you to ask you some questions to learn how you're feeling.

Tell me more

You and your provider will review your results together and use them to help with your treatment.

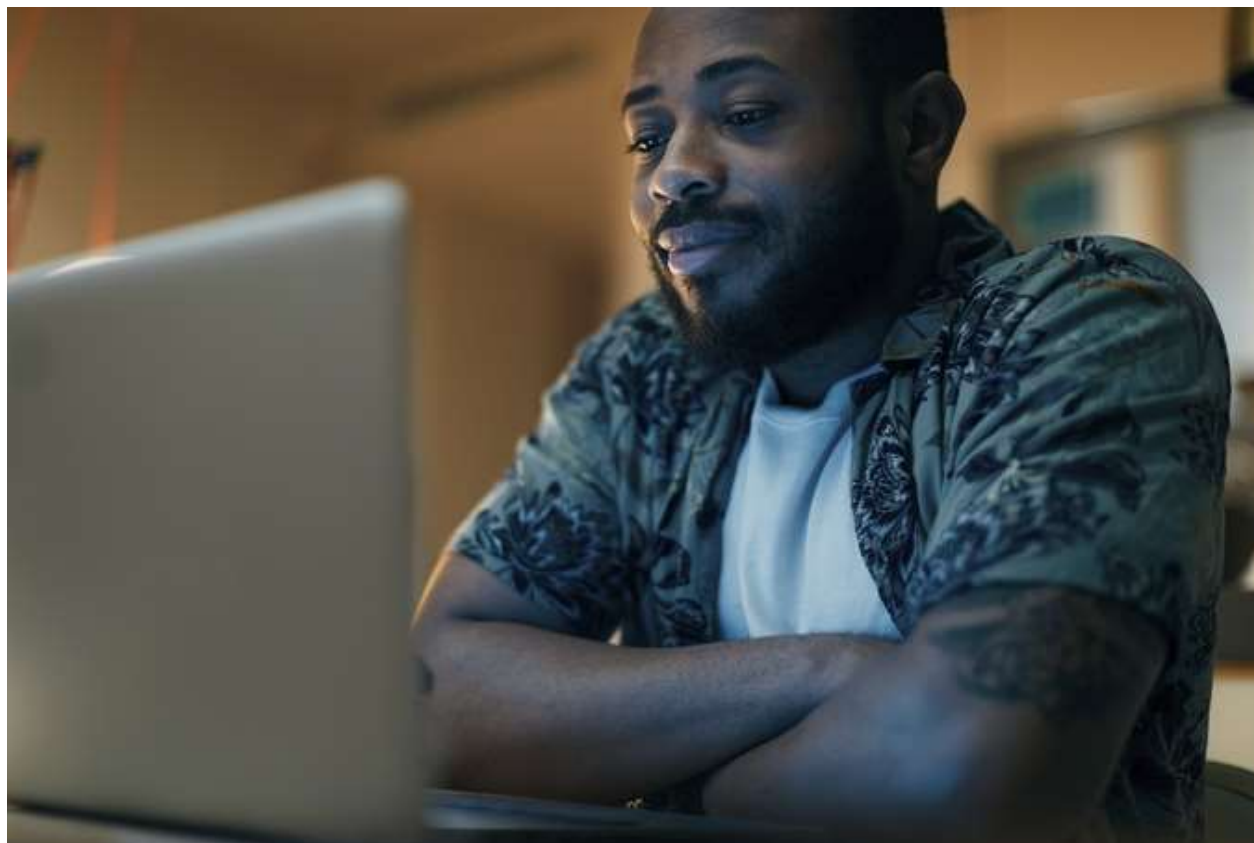
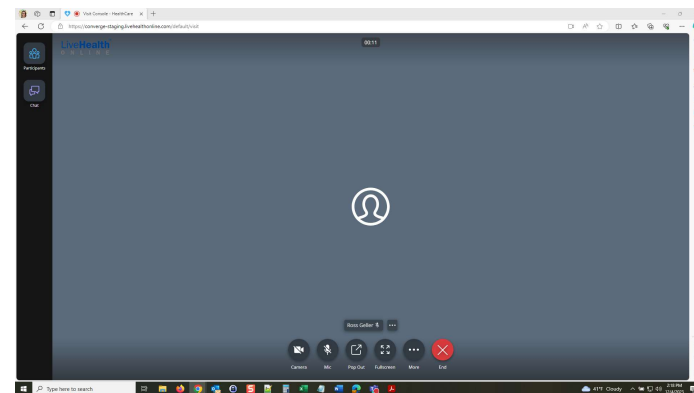
It should just take a few minutes.

Would you like to answer those questions now?

Yes No

Continue

Session begins



Following the therapy visit

1. How was the audio and video quality?



2. How would you rate your clinician?

3. How would you rate your overall experience?

4. Where else might you have gone?

5. Would you recommend us?

2. How would you rate your clinician?



3. How would you rate your overall experience?

4. Where else might you have gone?

5. Would you recommend us?

3. How would you rate your overall experience?



4. Where else might you have gone?

5. Would you recommend us?

4. Where else might you have gone?

Emergency room

Urgent Care Center

Retail Health Clinic

Doctor's Office

Nowhere

5. Would you recommend us?

Following the therapy visit



Thank you for your feedback!

You may close this window.

Done

The “Go to Message” will take the customer back to their account, from there they are able to go to their menu and select Care History to see their visit summary.

LiveHealth[®]
O N L I N E

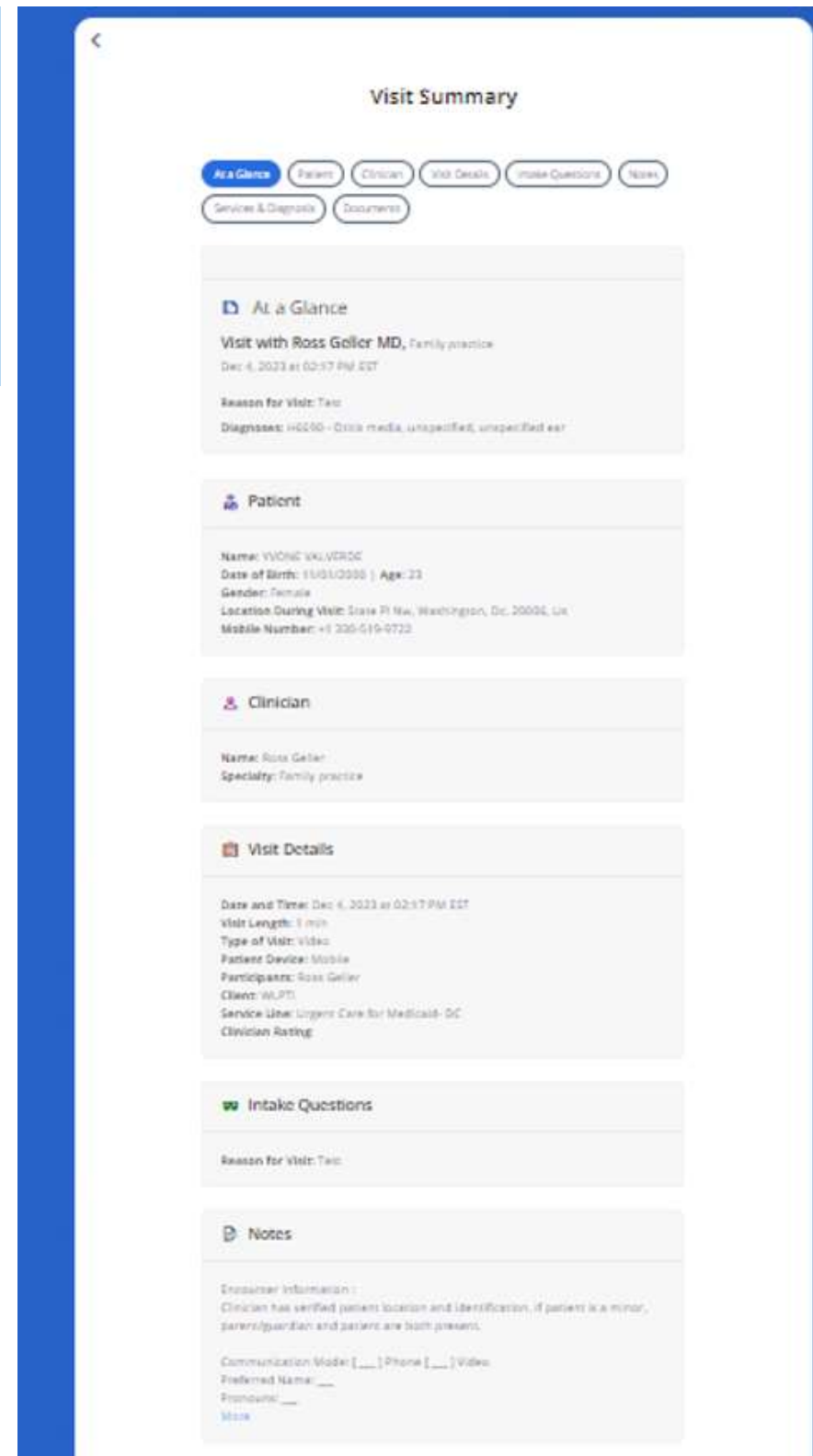
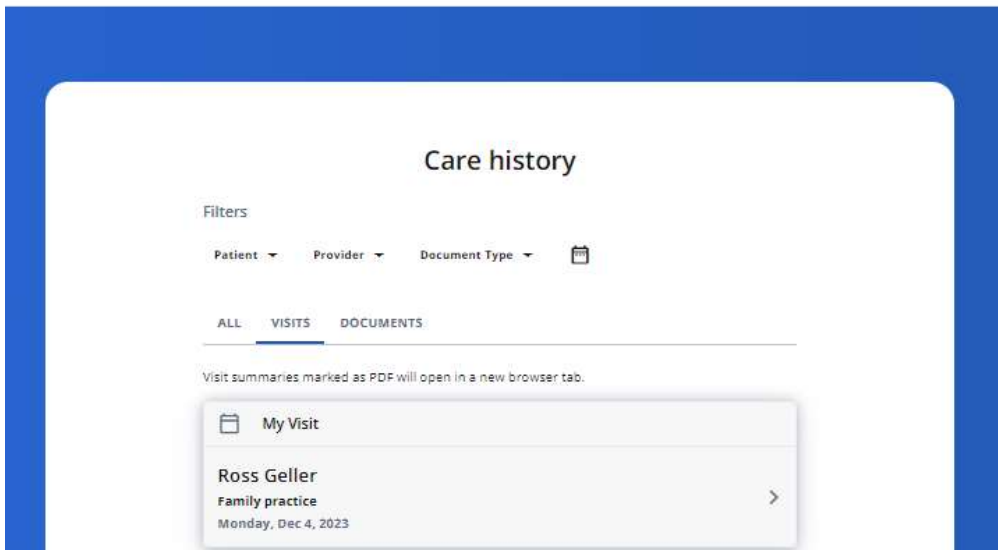
Hi, YVONE, you have a new message from Elevance Health Staging. Log in to view it now.

[Go to Messages](#)

Do not reply to this email.

If you have any questions, call 1-888-548-3432.

Care history is available for the member's review



A few things to keep in mind...

- Video visits are not appropriate for all issues. The EAP Representative will let you know if your issue qualifies for LHO EAP.
- EAP counselors do not prescribe medication.
- You must enter the EAP coupon code to zero out the fee for your LHO visit.
- You may use your computer, a smartphone or tablet for your visit provided audio/visual is available. Be sure to test your device prior to your first appointment.
- Members must be at least 10 years old to participate in LHO visits.
- When the 3 EAP video visits are completed, you may continue to see the same provider using LHO Psychology under your medical plan if you have coverage. Deductibles and copays will apply.
- You will receive a reminder email prior to your visit.

Why consider LiveHealth Online 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 intranet and privacy.
- It's easy and convenient!

Questions?

Call Anthem EAP at 800-647-9151.



Appointments subject to the availability of a therapist. Online counseling is not appropriate for all kinds of problems. If you are in crisis or having suicidal thoughts, it's important that you seek help immediately. Please call the National Suicide Prevention Lifeline, 800-273-TALK (800-273-8255), or 911 for help. If your issue is an emergency, call 911 or go to your nearest emergency room. LiveHealth Online does not offer emergency services.

This document is for general informational purposes. Check with your employer for specific information about benefits, limitations, and exclusions.

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