

LiveHealth Online

Health care is now virtually everywhere.



What is LiveHealth Online?

LiveHealth Online:

- Is available in most states*
- Is available anywhere you have a computer or mobile device with Internet access (at home, in the office or on the go)
- Connects you to in-network board-certified doctors 24 hours a day, 7 days a week, 365 days a year. Doctors can ePrescribe** utilizing local pharmacies (where applicable)
- Connects you to in-network licensed psychologists and therapists by appointment only.
- Takes member payments via Visa, MasterCard, American Express and Discover
- Is secure, convenient and easy-to-use

*LHO is not yet available in some states.

**In certain states, prescriptions cannot be issued as a result of an online interaction with a doctor.

For state telehealth availability, check the map on www.LiveHealthOnline.com.

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



Visit livehealthonline.com to check out testimonials from members just like you!

LiveHealth Online Medical Common Conditions

Doctors consult with patients 24/7 on a variety of conditions, such as:

- Fever
- Sore throat
- Cough and colds
- Flu
- Urinary tract infections
- Sinusitis
- Allergies
- Eczema, rashes and skin lesions
- Heartburn



LiveHealth Online Psychology

Common Behavioral Health Concerns

Licensed therapists consult with patients who have a variety of concerns, such as:

- Stress
- Feeling anxious
- Depressed mood
- Relationship or parenting issues
- Grief
- Panic attacks
- Coping with an illness

Online visits with a therapist are by appointment only. E-Prescribing is not available at this time for therapy visits.

Activating LiveHealth Online



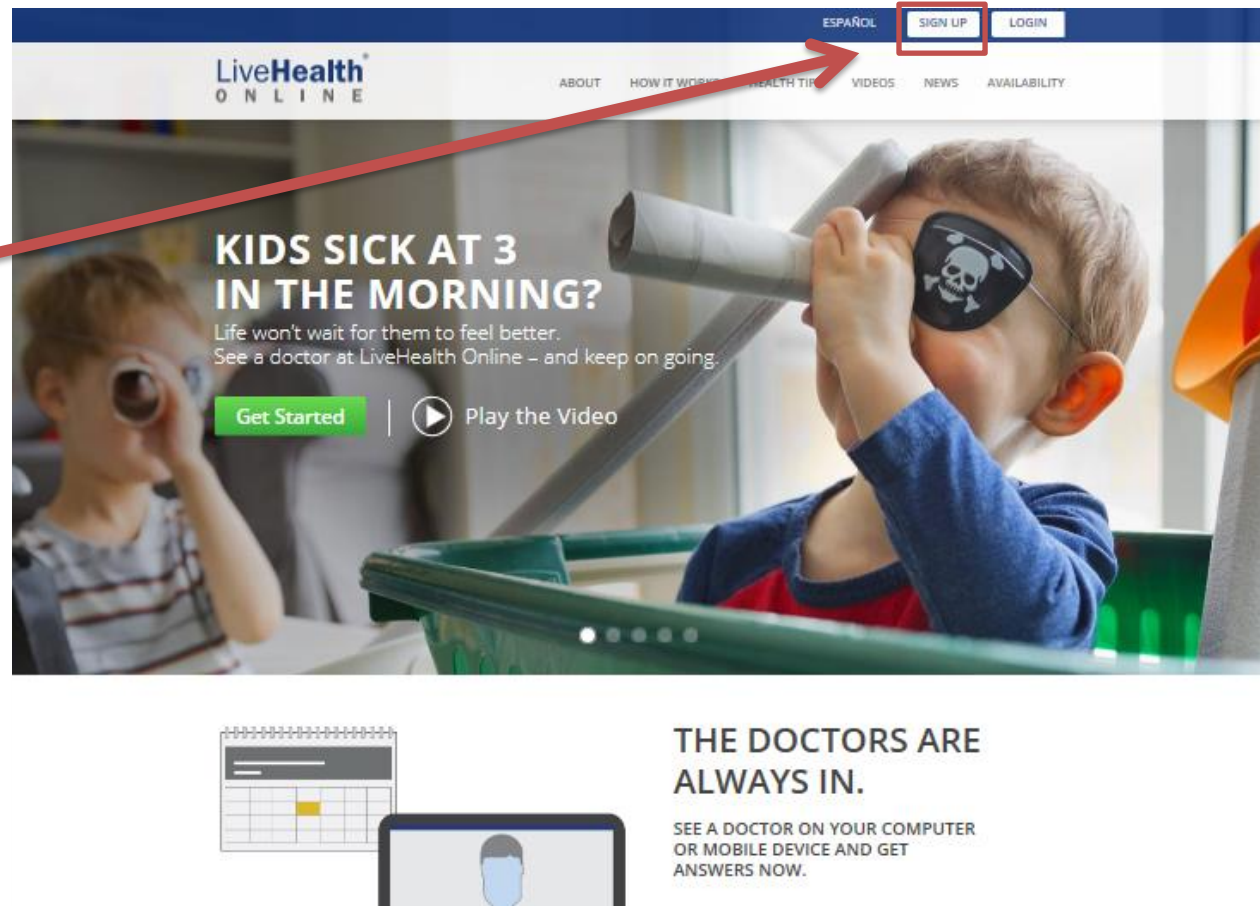
Sign up and get started

Go to

www.livehealthonline.com

Click Sign Up

- Add dependents under age 18 to your profile (parent must be present in video for online visit)
- Dependents over age 18 and spouses / partners will create their own profile



Easy sign-up

The two-minute sign-up
Getting started is just that
fast.

You just enter your:

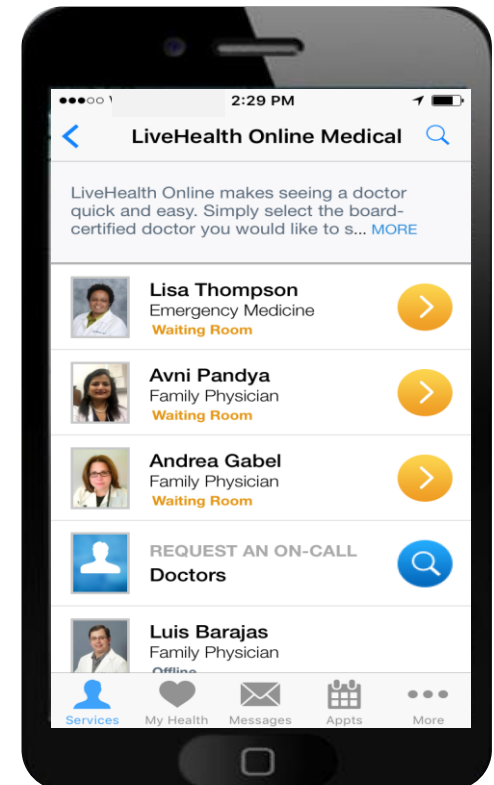
- Name
- E-mail address
- 8 digit password
- State
- Date of birth
- Gender
- Insurance ID number

And you're in.

Easy sign-up

LiveHealth Online goes where you go.

The mobile experience is easy too—our app is available on both iOS and Android devices.

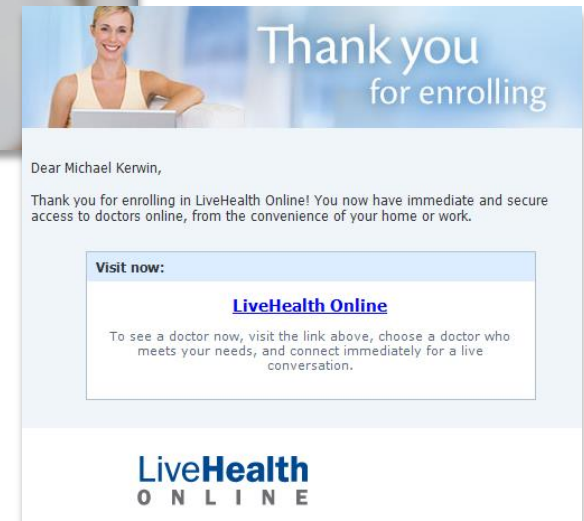
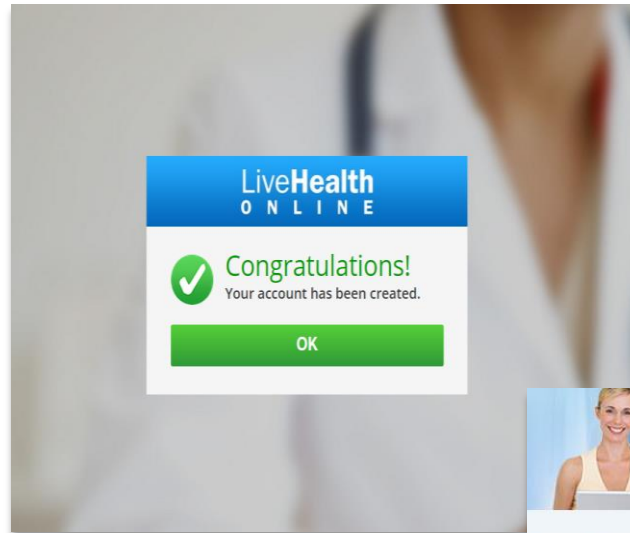


Let's try it.

The two-minute sign-up...
getting started is just that
fast.

**Congratulations your
account is activated!**

**Confirmation email
provides instructions
for how to access
LiveHealth Online
through your computer,
smartphone, or tablet
through our mobile APP.**



Easy sign-up

Using LiveHealth
Online is as easy as
1-2-3.

Once you've signed up, all you have to do is:

1

Sign-in.

2

**Connect with
the doctor or
therapist***

3

**Begin your
Consultation.**

Getting started

Online therapy visits require an appointment.
LiveHealth Online is the trade name of Health Management Corporation, a separate company providing telehealth services on behalf of Anthem Blue Cross and Blue Shield. 10

How to have an online doctor visit using LiveHealth Online.



Open 24/7, 365 days a year, no appointment needed

Select Login

The screenshot shows the LiveHealth Online website. At the top, there is a navigation bar with the LiveHealth ONLINE logo, a language selector for "ESPAÑOL", and buttons for "SIGN UP" and "LOGIN". The "LOGIN" button is highlighted with a red box. Below the navigation bar, there is a large banner with the text "KIDS SICK AT 3 IN THE MORNING?" and a sub-headline "Life won't wait for them to feel better. See a doctor at LiveHealth Online – and keep on going." There are two buttons: "Get Started" and "Play the Video". Below the banner, there is a login form with the LiveHealth ONLINE logo, the text "Log In", and input fields for "Email" and "Password". There is a link "Need help logging in?" and a "Log In" button. At the bottom of the form, there is a link "Don't have an account? Sign Up". A red arrow points from the "Select Login" text to the "LOGIN" button. Another red arrow points from the "Enter your user name and password" text to the login form.

ESPAÑOL SIGN UP LOGIN

LiveHealth
ONLINE

ABOUT HOW IT WORKS HEALTH TIPS VIDEOS NEWS AVAILABILITY

**KIDS SICK AT 3
IN THE MORNING?**

Life won't wait for them to feel better.
See a doctor at LiveHealth Online – and keep on going.

Get Started | Play the Video

LiveHealth
ONLINE

Log In

Email

Password

Need help logging in?

Log In

Don't have an account? Sign Up

Enter your user
name and password

Let's try it.

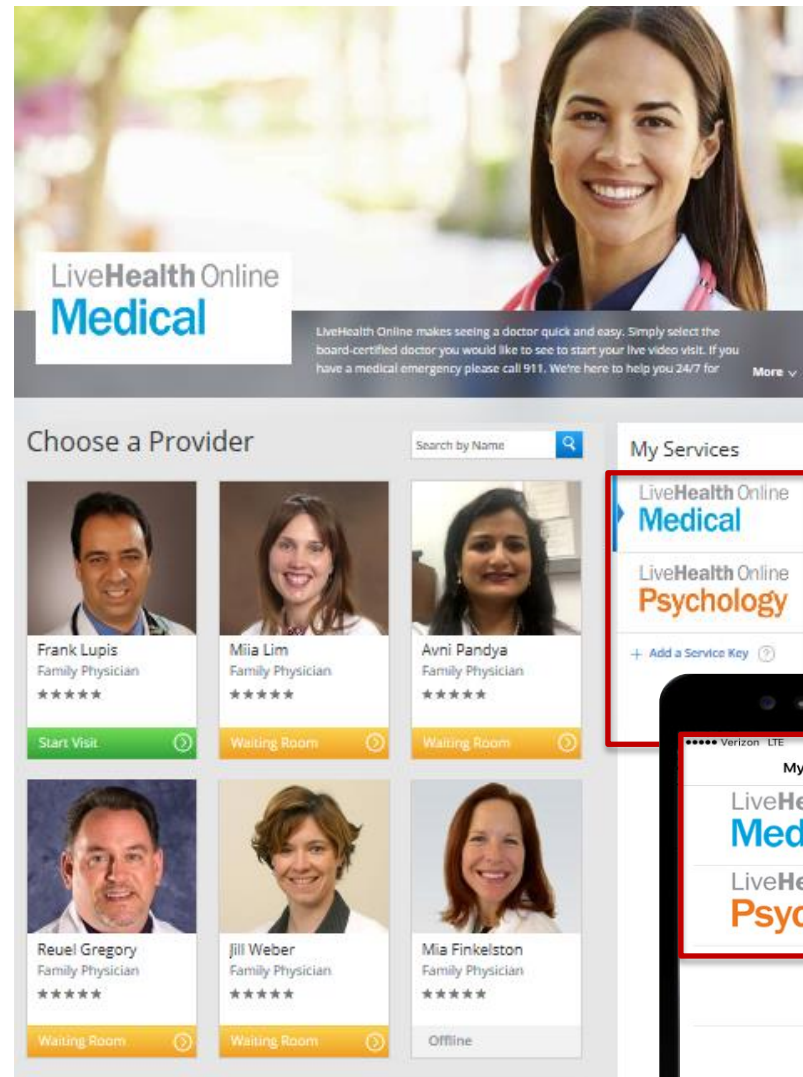
Choose the doctor or therapist that's right for you!

Select LiveHealth Online Medical to see the board-certified doctors available for an on demand visit 24/7

Or

Choose LiveHealth Online Psychology to see the available licensed therapists and psychologists. Then call 1-844-784-8409 to schedule an appointment

Let's try it.



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

Review their profile to
find the right doctor or
therapist for you!

The screenshot displays the LiveHealth Online Medical interface. At the top, a banner features a smiling woman and the text: "LiveHealth Online makes seeing a doctor quick and easy. Simply select the board-certified doctor you would like to see to start your live video visit. If you have a medical emergency please call 911. We're here to help you 24/7 for".

The main content area is divided into two sections. On the left, a detailed profile for **Miia Lim**, a Family Physician, is shown. It includes a profile picture, a quote from her, and various credentials. On the right, a grid of provider cards is displayed, each with a profile picture, name, title, and a "Waiting Room" button. A red box highlights the profile of Miia Lim in the grid, which is also the profile shown in detail on the left.

Provider Profile: Miia Lim

- Cost per Visit:** \$49.00 (may be covered by your insurance or employer)
- Languages:** Finnish, English
- Years of Experience:** 11 years
- Board Certified in:** The Amer Bd of Medical Spec Family Medicine
- Location:** Irvine, CA
- Professional Education:** Ross University, 2005
- Residency:** University of Rochester, 2008
- Internship:** University of Rochester, 2006
- Primary Care Provider:** Yes
- Affiliations:**

Provider Grid:

- Miia Lim**, Family Physician, ★★★★★, Waiting Room
- Avni Pandya**, Family Physician, ★★★★★, Waiting Room
- Reuel Gregory**, Family Physician, ★★★★★, Waiting Room
- Jill Weber**, Family Physician, ★★★★★, Waiting Room
- Mia Finkelston**, Family Physician, ★★★★★, Offline

My Services:

- LiveHealth Online Medical
- LiveHealth Online Psychology
- + Add a Service Key

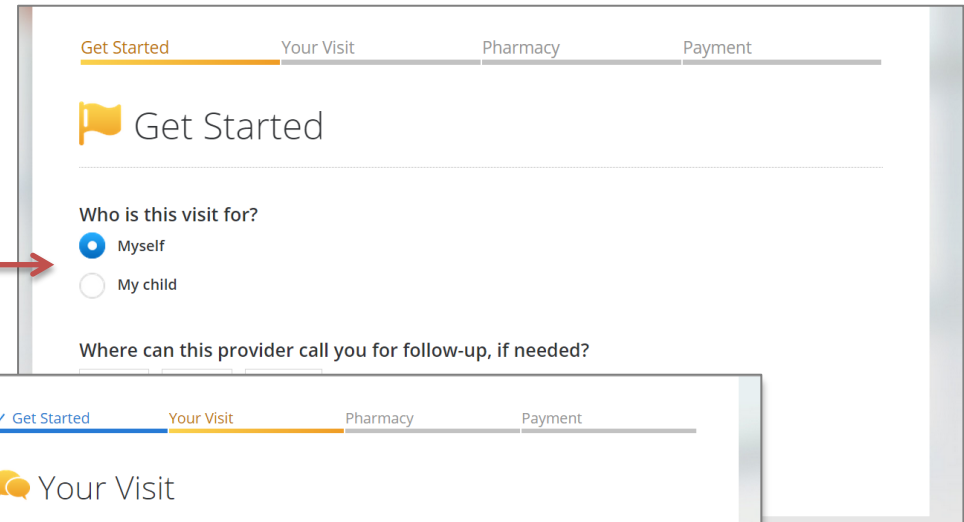
Let's try it.

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


Share the details of your personal health information

Select who the visit is for

Share the reason for your visit



Get Started Your Visit Pharmacy Payment

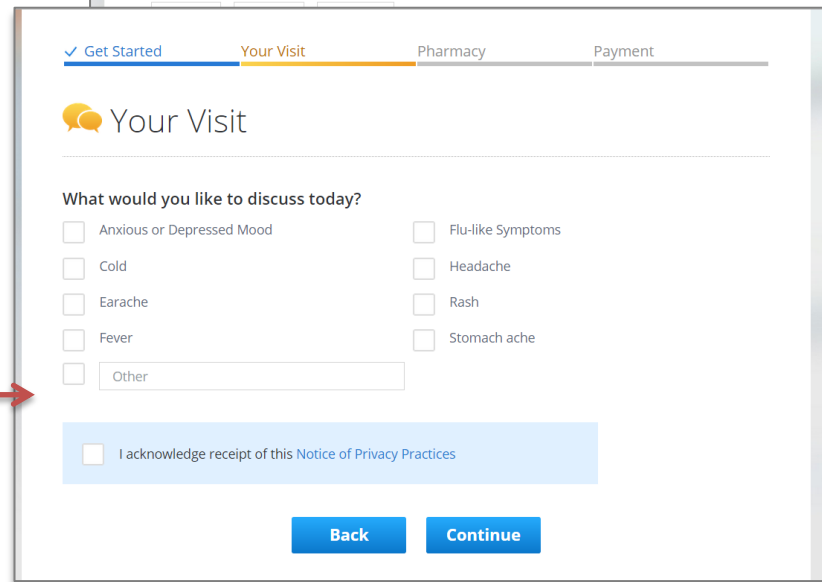
 Get Started

Who is this visit for?


☒ Myself

☐ My child

Where can this provider call you for follow-up, if needed?



✓ Get Started Your Visit Pharmacy Payment

 Your Visit

What would you like to discuss today?

☐ Anxious or Depressed Mood

☐ Cold

☐ Earache

☐ Fever

☐ Other

☐ Flu-like Symptoms

☐ Headache

☐ Rash

☐ Stomach ache

☐ I acknowledge receipt of this Notice of Privacy Practices

Back Continue

Let's try it.

Prescriptions can be sent to the drug store of your choice

Enter your health history, including allergies and medications you take

Medical History (optional)

CONDITIONS Have you ever been diagnosed with any of the following conditions?

| | |
|---|--|
| <input type="checkbox"/> Alcoholism/Encephalitis | <input type="checkbox"/> Gout |
| <input type="checkbox"/> Allergies | <input type="checkbox"/> Headaches |
| <input type="checkbox"/> Anxiety | <input type="checkbox"/> Hearing Loss |
| <input type="checkbox"/> Atrial Fibrillation | <input type="checkbox"/> Heart Disease |
| <input type="checkbox"/> Attention Deficit Disorder | <input type="checkbox"/> Heartburn, Reflux |
| <input type="checkbox"/> Back Pain | <input type="checkbox"/> High Blood Pressure/Hypertension |
| <input type="checkbox"/> Bipolar Disorder | <input type="checkbox"/> High Cholesterol |
| <input type="checkbox"/> Blood Clots | <input type="checkbox"/> Immune Deficiency |
| <input type="checkbox"/> Bronchitis | <input type="checkbox"/> Incontinence |
| <input type="checkbox"/> Cancer | <input type="checkbox"/> Inflammatory Bowel Disease (Crohn's Disease/Ulcerative Colitis) |
| <input type="checkbox"/> Chronic Fatigue Syndrome | <input type="checkbox"/> Irritable Bowel Syndrome |
| <input type="checkbox"/> Chronic Wounds | <input type="checkbox"/> Kidney Stones |
| <input type="checkbox"/> Congestive Heart Failure | <input type="checkbox"/> Macular Degeneration |
| <input type="checkbox"/> Constipation | <input type="checkbox"/> Migraine |
| <input type="checkbox"/> COPD (Emphysema, Bronchitis) | <input type="checkbox"/> Osteoporosis |
| <input type="checkbox"/> Depression | <input type="checkbox"/> Overactive Bladder |
| <input type="checkbox"/> DVT (leg clots) | <input type="checkbox"/> Overweight/Obesity |
| <input type="checkbox"/> Eating Disorder | <input type="checkbox"/> Pneumonia |
| <input type="checkbox"/> Eczema | <input type="checkbox"/> Prostate Disease |
| <input type="checkbox"/> Erectile Dysfunction | <input type="checkbox"/> Pulmonary Embolism (lung clots) |
| <input type="checkbox"/> Fibromyalgia | <input type="checkbox"/> Seizures/Epilepsy |
| <input type="checkbox"/> Gastrointestinal Bleeding | <input type="checkbox"/> Stomach Ulcers |
| <input type="checkbox"/> Glaucoma | <input type="checkbox"/> Stroke |
| | <input type="checkbox"/> Thyroid Disease (Low or High) |
| | <input type="checkbox"/> Urinary Tract Infections |

ALLERGIES Are you allergic to any of the following medications?

| | |
|--|--|
| <input type="checkbox"/> Cephalosporins (Cefuroxime, Keflex, Ceftriaxone) | <input type="checkbox"/> Penicillins (Amoxicillin, Ampicillin) |
| <input type="checkbox"/> Oxitin (Pseudoephedrine) | <input type="checkbox"/> Sulfas (Sulfamethoxazole, Septra) |
| <input type="checkbox"/> Hydrocodone, Codeine | <input type="checkbox"/> Tetracyclines (Doxycycline, Vibramycin) |
| <input type="checkbox"/> Insulin | |
| <input type="checkbox"/> Non-steroidal anti-inflammatories (Ibuprofen, Naproxen) | |

MEDICATIONS Are you currently taking any medications?

Enter Medication Name: Add

Select a pharmacy*

Get Started Your Visit Pharmacy Payment

Pharmacy

Where would you like prescriptions sent?

☒ CVS/pharmacy #9684
RETAIL
2630 W El Camino Real
Mountain View, CA 94040
(650) 941-8430

☐ Another Pharmacy

Back Continue

Pharmacy

2630 W El Camino Real Mountain View

All Pharmacies Retail Mail Order

1 CVS/pharmacy #9684 0.0 miles
RETAIL
2630 W El Camino Real
Mountain View, CA 94040
(650) 941-8430

2 SAFEWAY #25-2948 0.1 miles
RETAIL
645 SAN ANTONIO ROAD
MOUNTAIN VIEW, CA 94039
(650) 948-4605

3 Wal-Mart Pharmacy 2280 0.2 miles
RETAIL
600 SHOWERS DRIVE
MOUNTAIN VIEW, CA 94040
(650) 917-0878

Previous Next

Back Skip

*Some state laws require a face-to-face visit before allowing prescriptions. To check availability in your state, go to www.livehealthonline.com

See a Doctor Online

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

Cost is \$49 or less
depending on your health
plan.

Enter or verify your
insurance
information



The screenshot shows the 'Insurance' section of the LiveHealth Online interface. At the top, a progress bar indicates the steps: 'Get Started', 'Your Visit', 'Pharmacy', and 'Payment' (highlighted in orange). Below the progress bar, the 'Insurance' title is followed by a radio button selection. The first option, 'I have insurance', is selected. Below this, there is a dropdown menu for 'Anthem Plans' and a text input field for 'Subscriber ID'. A question 'Are you the Primary Subscriber?' is followed by two radio buttons: 'Yes' and 'No'. Below this, there are two more radio button options: 'I don't have insurance' and 'My plan isn't listed / Prefer not to answer'. At the bottom right, there are 'Back' and 'Continue' buttons.

And payment
information



The screenshot shows the 'Payment' section of the LiveHealth Online interface. At the top, the 'Payment' title is followed by a summary box showing 'Your Cost: \$49.00' and a 'COUPON CODE' field with an 'Apply' button. Below this, the 'Credit Card Information' section includes icons for Visa, Mastercard, American Express, and Discover. It contains input fields for 'Name on Card', 'Credit Card Number', 'Security Code', 'Expiration Month', and 'Year'. The 'Billing Address' section has a checkbox for 'Same as home address' and input fields for 'Address 1', 'Address 2', and 'City'.

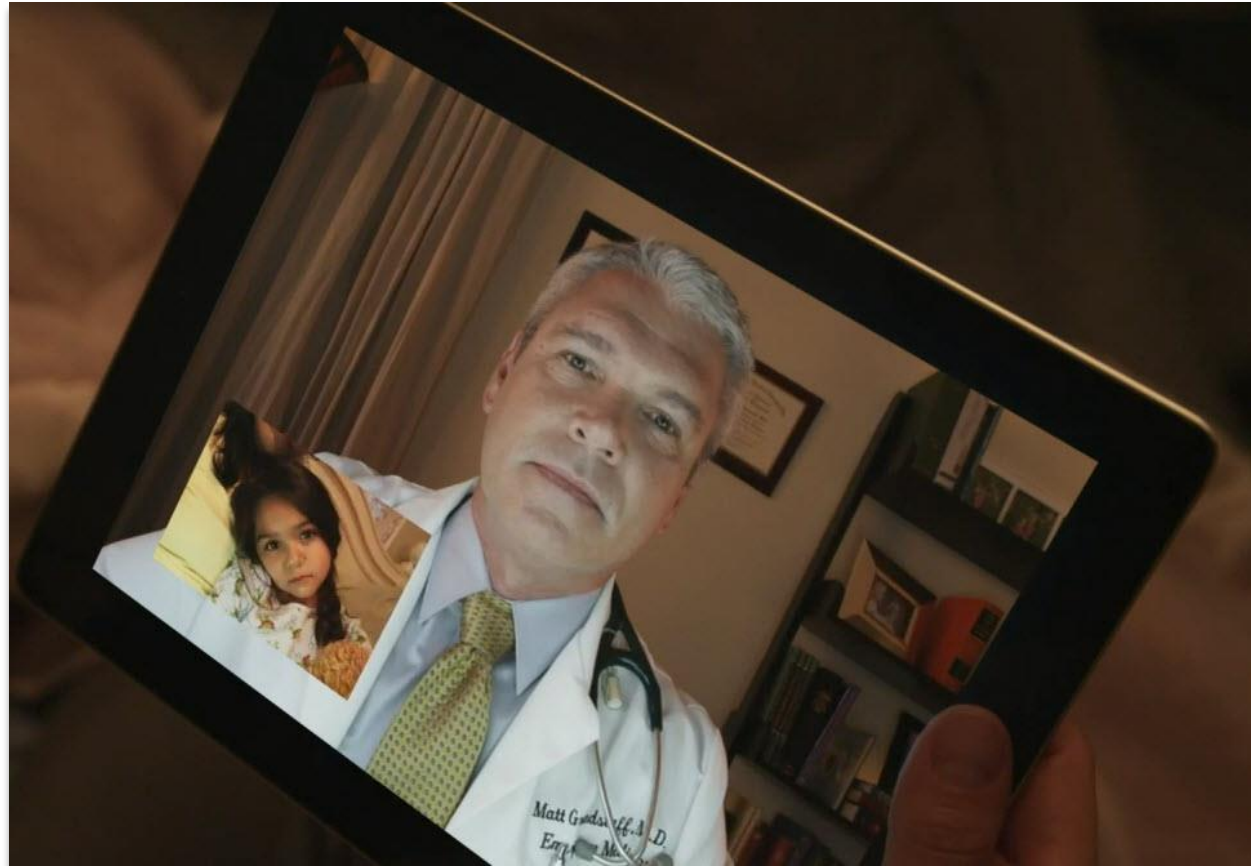
See a Doctor Online

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

And you're in!

Care is delivered via high definition video in 10 minutes or less. All you'll need is: →

- an internet connection
- a computer with a web cam and mic, or...
- an iOS or Android mobile phone or tablet

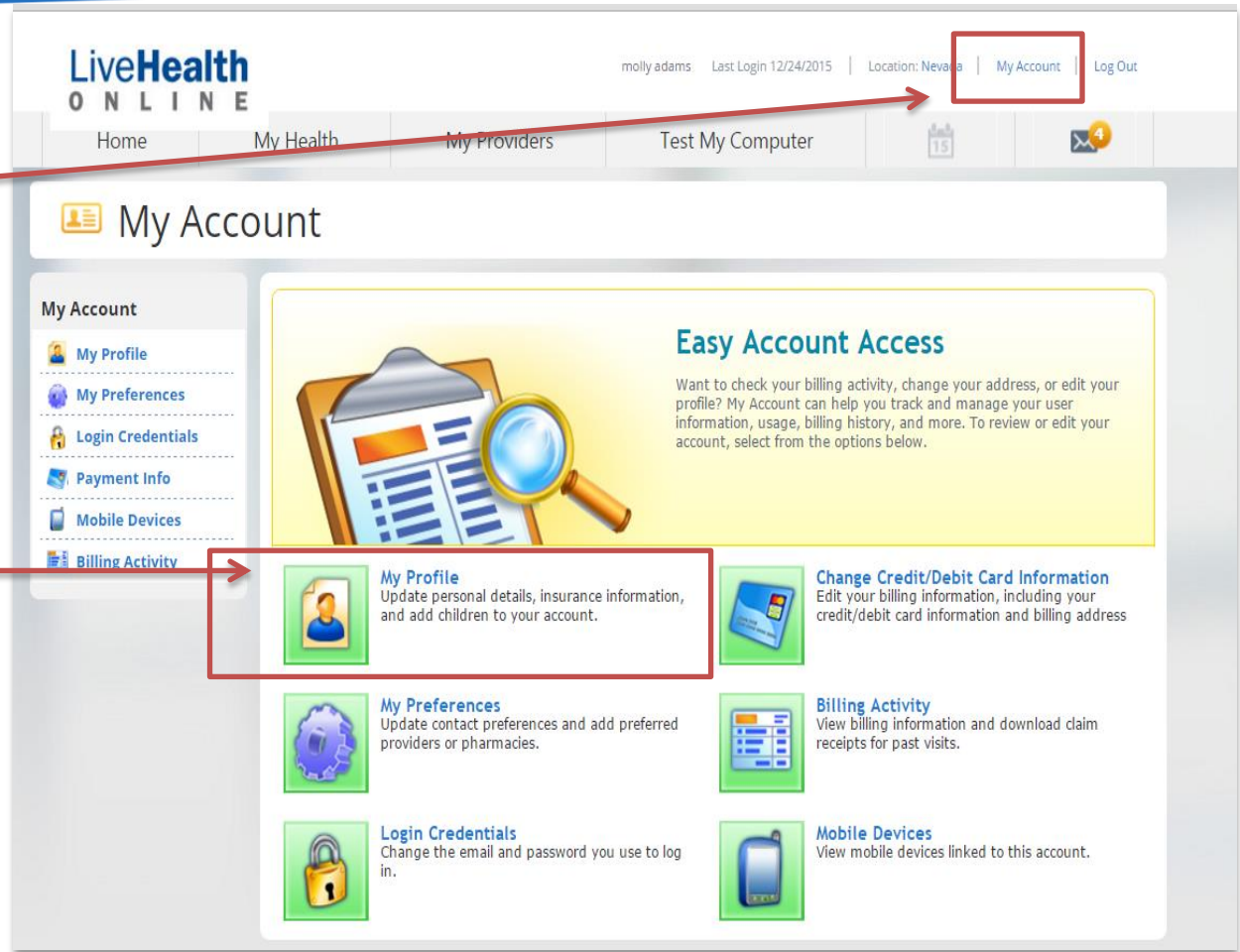


Let's try it.

Set up your profile before
you're sick, so when you
need a doctor, you're ready

Click My Account

Select Edit Profile



Let's try it.

LiveHealth Online

- Quick, flexible connections with a choice of providers, psychologists and therapists.
- A way to get quality care without seeing the inside of a waiting room.
- A fast, secure way to get the most from your benefits.

We wish you the best of health—and the best health care options.

Thank you.

