LiveHealth Online
Access to care from anywhere with UC SHIP

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

Access LiveHealth Online via smart phone, tablet or computer

The LiveHealth Online app is available on both iOS and Android
LiveHealth Online | Medical
The features of LiveHealth Online Medical

- Live, on-demand video doctor visits 24x7/365
- Accessible by smartphone, tablet or computer
- Cost is less than or equal to your office visit
- Available in all states with an average wait time of 10 minutes
- Choice of board certified, Anthem network doctors
- Secure and private, HIPAA compliant video visit
- E-prescribing to your pharmacy of choice*

*Only non-controlled substances can be prescribed via video doctor visits
LiveHealth Online Medical - Quick and easy access to doctors

Emergency Room
Time: 3+ Hours

Urgent Care Center
Time: 2+ Hours

LiveHealth Online
Time: 10 min or less wait

What LiveHealth Online Treats

- Abrasions, minor wounds
- Acne
- Anxiety
- Asthma
- Allergies/allergic rhinitis
- Back pain
- Cough/Cold
- Depression
- Diabetes/hypoglycemia
- Diarrhea
- Ear pain
- Fever
- Headache/migraine
- Hypertension
- Incontinence
- Influenza/flu
- Insomnia
- Nausea/Vomiting
- Obesity
- Pinkeye and other eye infections
- Rashes/skin disturbances
- Sinus infection
- Smoking cessation
- Sore throat/pharyngitis
- Sprains and strains
- Urinary tract infection

Access
Here’s how LiveHealth Online can help

- Video visits with in-network licensed Psychologists, Therapists and board certified Psychiatrists
- Continuity of care between online visit practices allow doctors and therapists to refer members if additional support is needed
- Similar to the cost of an office therapy visit.
- Self-scheduled appointments, 7 days a week
- Private, easy to access and convenient
- Available in 50 states
- Access via smart phone, tablet or computer

Days Before First Visit*

*https://www.naminh.org/sites/default/files/Summary%20Report%204%2028%2014%20Waiting%20for%20Help%20FINAL2.pdf
Here’s how LiveHealth Online can help

<table>
<thead>
<tr>
<th>Provider types</th>
<th>Board Certified Doctors</th>
<th>Licensed Psychologists and Therapists</th>
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<tbody>
<tr>
<td>Benefit offered</td>
<td>Medication, if necessary after evaluation</td>
<td>Counseling with Psychologists or Therapists</td>
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</table>
| Visit length                 | 30-45 minute initial evaluation.  
15 minute follow up sessions if needed for medication review | 45 minute counseling sessions |
| Average wait time            | 14 days or less                                | 4 days or less                        |

*Prescriptions determined to be a “controlled substance” (as defined by the Controlled Substances Act under federal law) cannot be prescribed using LiveHealth Online.
Prescription availability through LiveHealth Online Psychiatry

- Psychiatrists on LiveHealth Online can prescribe non-controlled prescription alternatives in many situations. Common non-controlled prescriptions include:
  - Zoloft®
  - Prozac®
  - Celexa®
  - Cymbalta®
  - Lexapro®
  - Wellbutrin®
  - Trazodone®
  - Naloxon
  - Effexor®
  - Azona®
  - Cipralex
  - Favarin
  - Tofranil
  - Avanza
  - Seroxat
  - Lustral®
  - Intuniv®
  - Strattera®
  - Anafranil
  - Doxepin

- Psychiatrists on LiveHealth Online cannot prescribe controlled substances.

Common controlled medications that cannot be prescribed:
  - Xanax®
  - Ativan®
  - Valium®
  - Lunesta®
  - Ambien®
  - Methadose
  - Adderall®
  - Ritalin®
  - Vyvanse®