



# Can't fit a doctor visit into your busy schedule?

With LiveHealth Online, you can have a private visit on your smartphone, tablet, or computer 24/7.

Between attending classes, studying for exams, and fulfilling other commitments it's not easy finding time to go the doctor. This is where LiveHealth Online comes in. Using LiveHealth Online, you can have a video visit with a board-certified doctor or a mental health professional from your smartphone, tablet, or computer with a webcam. It's an easy, convenient, and secure option when your student health center is closed.



## 5 steps to getting a video visit with a doctor

### 1 Secure your connection

When you're ready to see a doctor, you can connect by computer, tablet, or smartphone with internet and video capabilities. Go to [livehealthonline.com](http://livehealthonline.com) or download the mobile app.



### 2 Sign up - Register using UC SHIP

From the health plan menu select "Anthem Blue Cross (CA)"  
 Enter your Subscriber ID found on your UC SHIP insurance card  
 -You can access this using the StudentHealth mobile app  
 -Your Subscriber ID begins with the characters "XDP"

In addition to seeing a medical doctor, you can consult with a board-certified psychiatrist or behavioral health counselor online within two weeks.<sup>1,2</sup>

If you're over 18 years old, you can get medication support to help you manage a mental health condition. To schedule your appointment call 1-888-548-3432.



### 3 Choose the doctor you want to see

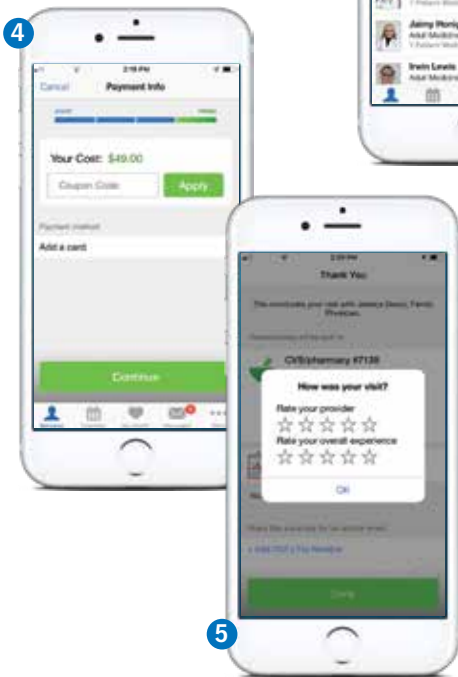
You don't need an appointment to see a doctor. They're always available to assess your condition and send a prescription to the pharmacy you choose, if needed. It's a great option when you have common health problems like pink eye, a cold, a fever, allergies, or a sinus infection. When you log in to LiveHealth Online, you'll see the different doctors available to you. Usually you'll be connected to a doctor in minutes.

### 4 Verify your information

After you select a doctor, you'll be asked one more time to verify your insurance information and confirm your copay, if any. If you have a copay, you'll be asked to enter your credit card information. If you have UC SHIP insurance, please refer to your plan documents for your benefits and copay for LiveHealth Online.

### 5 Complete a post-visit survey

At the end of your visit, you'll be asked to fill out a short survey and share your medical records with your student health center. Please make sure to enter your student health center's email address so your care can be coordinated appropriately.



**Sign up today for LiveHealth Online so you're ready when you need it!**  
**Go to [livehealthonline.com](https://livehealthonline.com) or download the app and register.**

1 Appointments subject to availability of a therapist.

2 Online counseling is not appropriate for all kinds of problems. If you are in crisis or have suicidal thoughts, it's important that you seek help immediately. Please call 1-800-784-2433 (National Suicide Prevention Lifeline) or 911 and ask for help. If your issue is an emergency, call 911 or go to your nearest emergency room. LiveHealth Online does not offer emergency services.

3 Prescription availability is defined by physician judgment.

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