1) Log onto livehealthonline.com

2) After clicking the sign up page, input your information, and the next step will ask for your current location, date of birth and male/female
3) If you have UCSHIP, click "Yes" to having health insurance and select "Anthem Blue Cross (CA)" and input your Anthem Health Care ID number (you can locate this from your ID card found on the Student App - begins with "XDP").

If you don’t have UCSHIP, you can still input your other carrier information (i.e. parents plan) to see if you qualify. If your carrier does not use LiveHealth Online, they may have a different telemedicine option (with a different provider).

If you do not have insurance, select No or Skip this step.
4) The system will check your eligibility

5) Once you create your account, you will be taken to the home page in which you can select the different practices on LiveHealth Online (please note – the below screen shot is the default)
6) Once you have selected the service you want to use, you will be taken to the provider / date selection

7) Once you find a provider and a date that works for you, you will begin scheduling the appointment. Please input your phone number for the provider to reach out for follow up care, if needed
8) Input your credit card information – this is necessary even if your copayment is $0. If you miss your appointment you will be charged out-of-pocket. If you do not have UC SHIP and you normally have a copay, you will not be charged until the time of service.
9) Once you input your information – you will confirm your appointment (for Behavioral Health visits)

![Appointment Details](image)

10) Once it is your appointment time, you will be asked to log into the site for your appointment. Please check your email or log in during the time of your appointment.
11) From there, you will be asked why you are seeing the provider.
12) Input any medical history that you find appropriate. This will help the doctor review your records prior to seeing you.
13) Select the pharmacy that is close to your location (if appropriate)
14) You will be asked again to review and confirm your health care coverage
15) The system will check your eligibility and then show your financial responsibility (should be $0 for UC SHIP students)

You will then be able to see a provider. Once you complete your visit you will be asked a short questionnaire about your experience. Please fill it out. If you need access to your medical visit to share with the student health center, you will find this under My Records > Previous Visits. You will be able to share that with your Student Health Center or other providers.