

## FAQs

### **What is LiveHealth Online?**

LiveHealth Online is a convenient way for you to talk with and get treatment from a doctor in your state using the Internet (via video, phone or Instant message). No appointment is needed.

You can now get care and advice from a doctor while you're at home, in the office or anywhere you have an Internet connection. LiveHealth Online is secure, private, easy-to-use and affordable.

### **Why would I use LiveHealth Online instead of going to visit my doctor in person?**

The choice to use LiveHealth Online is different for each person. For some, busy schedules, location or other conflicts make it hard to get to the doctor's office. It also depends on the type of condition you need care or treatment for. Sometimes there's just no substitute for going to the doctor in person. But other times, the convenience of having a doctor a click away can help you get the care you need when you need it.

### **When is LiveHealth Online available?**

LiveHealth Online is available seven days a week from 7 a.m. to 11 p.m.

### **Do doctors have access to my health information?**

If you enroll and set up an account, LiveHealth Online doctors can access your health information and review previous treatment recommendations and information from other visits with our online doctors.

If you are using LiveHealth Online for the first time, and have not enrolled or set up an account, you will be asked to answer a brief questionnaire to gather relevant health information before you speak with a doctor. You will have the option to set up an account after your consult, so this information from your online visit will be available for future LiveHealth Online visits.

### **How does online care work? Do I need an appointment?**

You can go to LiveHealth Online to see a doctor right away without setting up an account. Simply choose an available online care doctor to speak with, describe your medical concern and enter some basic personal information to begin. Once connected, you can talk and interact with the doctor as if you were in a private exam room.

You can also set up an account after your visit. Establishing an account allows you to securely store your personal, health, and payment information so you can more easily connect with doctors in the future, share your health history and even schedule future online visits at times that are convenient for you.

**How long does a LiveHealth session with a doctor usually last?**

A typical LiveHealth Online session is about 10 minutes.

**How much does it cost to use LiveHealth Online?**

Your health plan covers part of the cost to see a doctor online. Just enroll for free at LiveHealthOnline.com, set up a personal account and choose a doctor to determine your cost. Or you can pay \$49 to see a doctor without enrolling.

**Will I be charged different amounts for using video or instant messaging features?**

No. The cost is the same.

**Will I be charged more if I use LiveHealth Online on weekends, holidays or at night?**

No. The cost is the same.

**How do I pay for a LiveHealth Online session?**

LiveHealth Online accepts Visa, MasterCard and Discover cards.

**Can I get online care from a doctor if I'm traveling or in another state?**

As long as you are located in the state where the doctor is licensed to practice, you can get online care.

**Do I have what I need to access doctors through LiveHealth Online?**

To look at the system requirements, click [here](#). Or go to LiveHealthOnline.com and click on "System Requirements."

**Who do I get in touch with if I still have questions?**

You can email [customersupport@livehealthonline.com](mailto:customersupport@livehealthonline.com) or call toll free at 855-603-7985.

If you're sending an email and you are a CONSUMER, we'll need your:

- Email address
- Phone number where you can be reached

If you're sending an email and you are a PHYSICIAN, we'll need your:

- Office address
- City
- State
- Zip code
- Phone number where we can reach you