

LiveHealth Online

Easy, fast doctor visits. All from the comfort of your own computer or mobile device.

Talk to a doctor today, tonight, anytime — 365 days a year. Just sign up at livehealthonline.com or on the free mobile app.



Now you can get the health care you need without all the hassle

Have a health question? Feeling under the weather? With LiveHealth Online, you don't have to deal with scheduling an appointment or long wait times at the urgent care center. In fact, you don't even have to leave your home or office. Using LiveHealth Online, you can see a doctor who can answer questions, make a diagnosis, and even prescribe basic medications, when needed.*

With LiveHealth Online, you get:

- o Immediate doctor visits through live video.
- o Your choice of board-certified doctors.
- o Help at your \$0 office visit copayment.
- o Private, secure and convenient online visits.

What are the qualifications of the doctors you see using LiveHealth Online?

- o Board-certified.
- o Average 15 years practicing medicine.
- o Mostly primary care physicians.
- o Specially trained for online visits.

When can you use LiveHealth Online?

As always, you should call 911 with any emergency. Otherwise, you can use LiveHealth Online whenever you have a health concern and your own doctor isn't available. Doctors are available 24 hours a day, seven days a week, 365 days a year. Some of the most common uses include:

- o Cold and flu symptoms such as a cough, fever and headaches
- o Allergies
- o Sinus infections and more!

Start a conversation now

Just enroll for free at livehealthonline.com or on the app, and you're ready to see a doctor.

Sign up for LiveHealth Online today!

It's quick and easy to sign up just go to livehealthonline.com or download the mobile app.

apple.com



play.google.com/store



* As legally permitted in certain states.

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

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Frequently asked questions

What is LiveHealth Online?

With LiveHealth Online, you have a doctor by your side 24/7. LiveHealth Online lets you talk face-to-face with a doctor through your mobile device or a computer with a webcam. No appointments, no driving and no waiting at an urgent care center.

Use LiveHealth Online for common health concerns like colds, the flu, fevers, rashes, infections, allergies and more! It's faster, easier and more convenient than a visit to an urgent care center.

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

LiveHealth Online is not meant to replace your primary care physician. It's a convenient option for care when your physician is not available. LiveHealth Online connects you with a board-certified doctor in just a couple of minutes. Plus, you can get a LiveHealth Online visit summary from the *MyHealth* tab to print, email or fax to your primary doctor.

LiveHealth Online should not be used for emergency care. If you experience a medical emergency, call **911** immediately.

When is LiveHealth Online available?

Doctors are available on LiveHealth Online 24/7, 365 days a year.

Is there a LiveHealth Online app that I can download to my smartphone?

Yes, to use a mobile device, search for LiveHealth Online in the App Store® or on Google Play™. To learn what mobile devices are supported and get instructions, go to livehealthonline.com and select **Frequently asked questions** under the *How it works* tab.

Do doctors have access to my health information?

Sometimes — it depends on whether or not you set up an account. With a LiveHealth Online account, you can allow doctors to access and review your health information from past visits. Also, to help keep track of your own health information, you can self-report it at livehealthonline.com. Once you sign in, go to the *MyHealth* tab and then select **Health Record**.

How does LiveHealth Online work?

When you need to see a doctor, simply go to livehealthonline.com or access the LiveHealth Online mobile app. Select the state you are located in and answer a few questions.

Establishing an account allows you to securely store your personal and health information. Plus, you can easily connect with doctors in the future, share your health history and schedule online visits at times that fit your schedule.

Once connected, you can talk and interact with the doctor as if you were in a private exam room.

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

A typical LiveHealth Online session lasts about 10 minutes.

How much does it cost to use LiveHealth Online?

\$0 – Your plan benefits allow Dr.’s visits at a \$0 copayment.

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

No. There is no copayment for LiveHealth Online visits.

Why do I have to supply online payment information if my copayment is \$0?

LiveHealth Online is set up for payment information like Paypal, American Express, Visa, MasterCard and Discover cards but these will not be charged because your copayment is \$0. Keep in mind that charges for prescriptions aren’t included in the cost of your doctor visit. Please refer to your prescription coverage for cost of prescriptions.

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

Yes, just make sure to select the state you’re in under *My Location* and you’ll only see doctors licensed to treat you in that state. Don’t forget to change your state back when you get home.

Why do some states offer prescriptions after my visit and other states don’t?

Some state laws and regulations require a face-to-face visit before allowing prescriptions. Every state is different. The laws may change, so check the LiveHealth Online Availability page to see if there have been changes in your state.

Please note that doctors using LiveHealth Online are not able to prescribe controlled substances or lifestyle drugs.

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

You will need high-speed Internet access, a webcam or built-in camera with audio capability. To learn what computer hardware and software you need, go to livehealthonline.com and select **Frequently asked questions** under the *How it works* tab.

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

You can email, support@americanwell.com or call toll free at 1-855-603-7985.

If you send us an email, please be sure to include:

- Your name
- Your email
- A phone number where you can be reached



Connect with a dermatologist online anytime, anywhere.

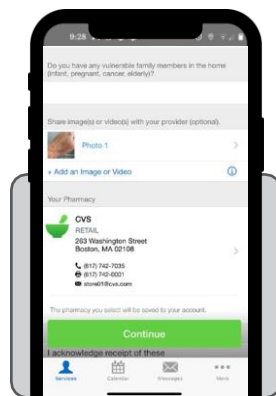
It's easy and convenient using LiveHealth Online

Using LiveHealth Online you can visit with a dermatologist online, 24 hours a day, 7 days a week. No appointment needed. It's a great option for care when your own doctor isn't available, or you can't wait weeks for an appointment. Start a visit today to get a treatment plan and a prescription if needed.

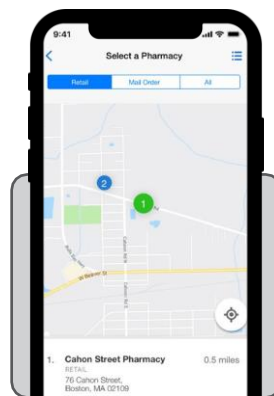
Visit with a dermatologist online in 3 easy steps:



Step 1: Sign up or log into LiveHealth Online and select Dermatology to start a visit.



Step 2: Describe the reason for your visit and upload any photos of the affected area.



Step 3: Get a diagnosis, treatment plan and a prescription when needed.

Commonly treated conditions:

- Acne
- Athletes foot
- Chronic Hives
- Eczema
- Genital herpes or warts
- Hair loss
- Insect bites
- Jock Itch
- Lice
- Nail problems
- Psoriasis
- Rash
- Ring worm
- Rosacea
- Shingles
- Suspicious moles



Want to see a dermatologist? Start a visit today!

