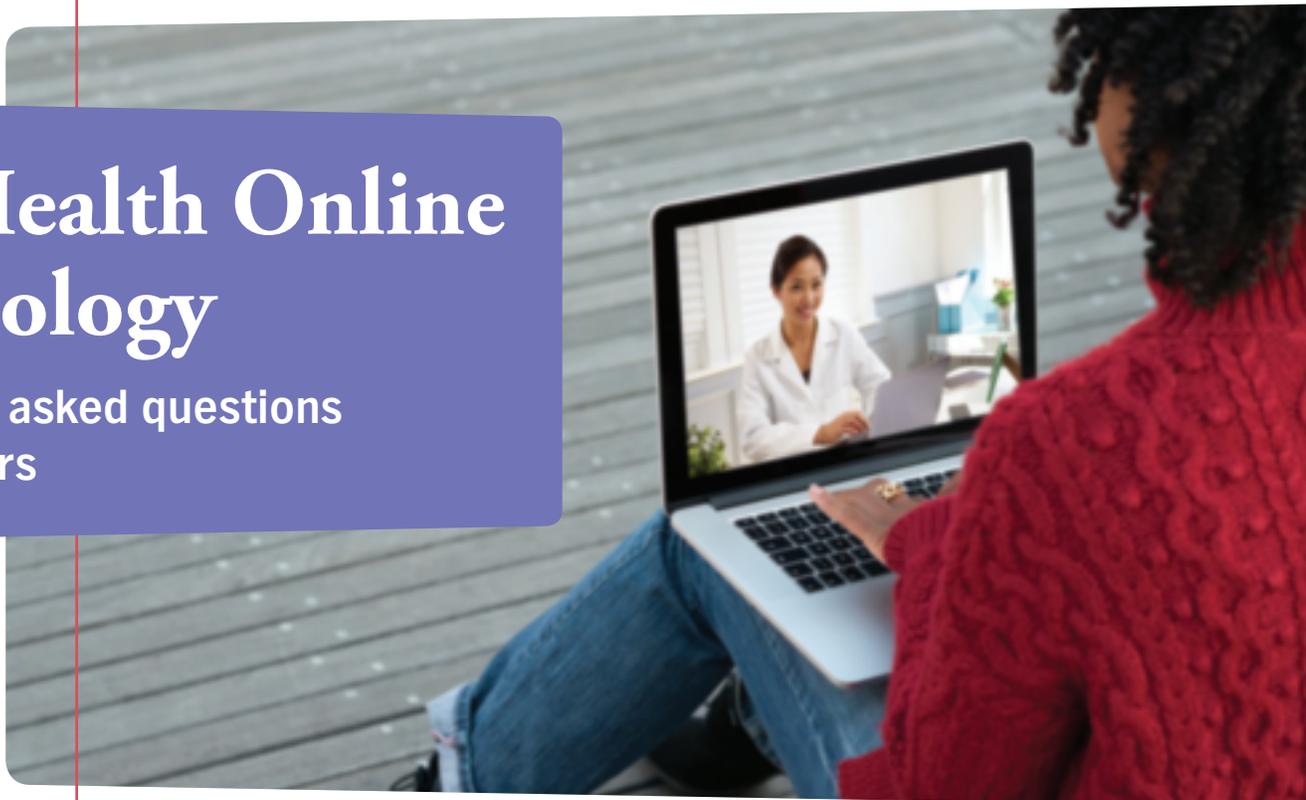


# LiveHealth Online Psychology

## Frequently asked questions and answers



### What is LiveHealth Online Psychology?

If you're feeling anxious or having trouble coping on your own and need some support, you can have a video visit with a psychologist or therapist from home, at work or on the go. Just download the free LiveHealth Online app to your mobile device or visit [livehealthonline.com](https://livehealthonline.com) on a computer with a webcam.

### When is LiveHealth Online Psychology available?

You can have a video visit with a licensed therapist or psychologist in four days or less.\* Appointments, which are also available on evenings and weekends, can be scheduled online or over the phone at **1-844-784-8409** from 7 a.m. to 7 p.m., seven days a week.

### What types of conditions can a therapist or psychologist using LiveHealth Online help you with?

Conditions include:

- Stress
- Anxiety
- Depression

- Relationship or family issues
- Grief
- Panic attacks
- Stress from coping with a sickness

### How much does it cost to use LiveHealth Online Psychology?

You'll see your cost before the visit starts. A 45-minute therapy session usually costs the same as an office therapy visit.

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

No, the cost is the same.

### How do I pay for a LiveHealth Online Psychology visit?

You can use PayPal, American Express, Visa, MasterCard and Discover cards to pay for an online visit.



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## How can I make an appointment?

For your first visit, set up a time by going online, using the mobile app or calling LiveHealth Online:

- **Online:** Visit [livehealthonline.com](https://livehealthonline.com) and sign up or log in. Once you've logged in, select **LiveHealth Online Psychology**. Next, choose from available therapists and psychologists after seeing their background and set up a visit.
- **Mobile app:** Download the free LiveHealth Online mobile app from the App Store® or on Google Play™ and then sign up or log in. Once you've logged in, choose **LiveHealth Online Psychology**. Next, select from available therapists and psychologists after checking out their qualifications and arrange a visit.
- **Phone:** Call **1-844-784-8409** from 7 a.m. to 11 p.m., seven days a week.

In most cases, you can make an appointment to see a therapist or psychologist within four days or less.\* This may be sooner than waiting for an office visit. LiveHealth Online will send you an email confirming your appointment. Psychologists and therapists using LiveHealth Online Psychology do not prescribe medications.

## What happens after my first visit with a therapist or psychologist?

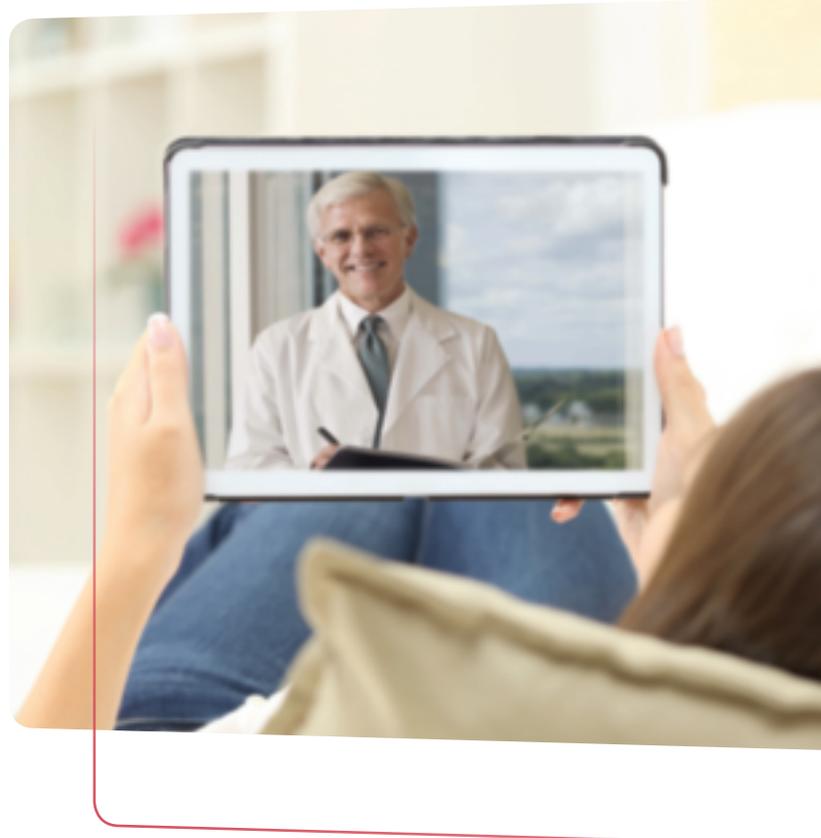
Visits usually last about 45 minutes. At the end of your first visit, you can set up more visits if you feel it's a good fit. You'll always have a choice of who you'd like to see.

## What type of computer do I need to use LiveHealth Online?

You'll need high-speed Internet access, a webcam or a built-in camera with audio. To learn what computer hardware and software you need, go to [livehealthonline.com](https://livehealthonline.com) and select **Frequently asked questions** under the *How it works* tab.

## How do I know if a psychologist or therapist is in my plan?

When you log into [livehealthonline.com](https://livehealthonline.com), the therapists and psychologists you see on the website are part of your plan. Make sure you select the state where you are to see the most up-to-date list of therapists and psychologists.



## Do children need to have their own account to use LiveHealth Online Psychology?

No, a parent or guardian can set up an account and include the child in their account. To schedule a therapy visit for a child, just sign up or log in and select **LiveHealth Online Psychology for Teens** then select the therapist or psychologist the child would like to meet with. Next select who the visit is for to schedule the visit.

## What if I still have questions about using LiveHealth Online?

Send an email to [customersupport@livehealthonline.com](mailto:customersupport@livehealthonline.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



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\* Appointments subject to availability of a therapist.

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

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.

Services provided by Empire HealthChoice HMO, Inc., licensee of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield plans.