



# LiveHealth Online

## Frequently asked questions and answers

### What is LiveHealth Online?

LiveHealth Online lets you have a video visit with a board-certified doctor using your smartphone, tablet or computer with a webcam. No appointments, no driving and no waiting at an urgent care center. Doctors are available 24/7 to assess your condition and, if it's needed, they can send a prescription to your local pharmacy.\*

Use LiveHealth Online if you have pinkeye, a cold, the flu, a fever, rashes, infections, allergies or another common health condition. 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 isn't meant to replace your primary care doctor. It's a convenient option for care when your doctor isn't available. LiveHealth Online connects you with a doctor in minutes. Plus, you can get a LiveHealth Online visit summary from the *MyHealth* tab at [livehealthonline.com](http://livehealthonline.com) to print, email or fax to your primary care doctor.

**LiveHealth Online should not be used for emergency care. If you have a medical emergency, call 911 right away.**

### When is LiveHealth Online available?

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

### How does LiveHealth Online work?

When you need to see a doctor, simply go to [livehealthonline.com](http://livehealthonline.com) or use the LiveHealth Online mobile app. Pick the state you're in and answer a few questions.

Setting up 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 set up online visits at times that fit your schedule.

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



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

Your Empire plan includes benefits for video visits using LiveHealth Online, so you'll just pay your share of the costs — usually \$49 or less for a doctor visit.

### 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 visit?

You can use PayPal, American Express, Visa, MasterCard and Discover cards to pay for an online doctor visit. Keep in mind that charges for prescriptions aren't included in the cost of your visit.

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

Yes, 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](http://livehealthonline.com) and select **Frequently asked questions** under the *How it works* tab.

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

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

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

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 record it at [livehealthonline.com](http://livehealthonline.com). Once you sign in, go to the *MyHealth* tab and then select **Health Record**.

### How long is a LiveHealth Online visit?

A typical LiveHealth Online visit with a doctor lasts about 10 minutes.



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

Yes, just select the state you're in under **My Location** on [livehealthonline.com](http://livehealthonline.com) or with the app, and you'll only see doctors licensed to treat you in that state. Don't forget to change the state back when you get home.

### 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**.



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\* Prescription availability is defined by physician judgment and state regulations. Visit the home page of [livehealthonline.com](http://livehealthonline.com) to view the service map by state.

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

If you're a retiree or have coverage that complements your Medicare benefits, your employer sponsored health plan may not include coverage for online visits using LiveHealth Online. Check your plan documents for details. You can still use LiveHealth Online, but you may have to pay the full cost of a visit. Online visits using LiveHealth Online may not be a covered benefit for HRA and HIA+ members.

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.