



# Prepare your family for COVID-19

Be ready with LiveHealth Online



By now you've heard about COVID-19 in the United States, and the Centers for Disease Control and Prevention recommends that now is the best time to prepare yourself and your family.

One thing you can do is sign up for LiveHealth Online so you can visit with a board-certified doctor from the comfort of home, minimizing the risk of exposure to yourself and others. Doctors are available 24/7. The doctor you see can evaluate your symptoms, help you understand whether you're at risk for COVID-19, and let you know whether you need to visit a local health care provider in person for COVID-19 testing.

Members with LiveHealth Online benefits can access video visits with doctors and mental health professionals free of charge through **June 14, 2020**. There may be a charge if your plan doesn't cover telehealth benefits.

**Sign up for free today  
and be prepared!**

Go to [anthem.com/ca](https://www.anthem.com/ca) and log in to your secure account to access **LiveHealth Online**.

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

Anthem Blue Cross is the trade name of Blue Cross of California. Anthem Blue Cross and Anthem Blue Cross Life and Health Insurance Company are independent licensees of the Blue Cross Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.

122531CAMENABC 03/20

## How to get started

Rather than waiting to sign up when you're not feeling well, register today so you're ready for a visit when you need one. To sign up, visit [livehealthonline.com](http://livehealthonline.com) or download the free LiveHealth Online app to your mobile device. Next, you:

1. Choose **Sign Up** to create your LiveHealth Online account. Then enter information like your name, email address, date of birth and create a secure password.
2. Read the *Terms of Use* and check the box to agree.
3. Choose your location in the drop-down box of states.
4. Enter your birth date and choose your gender.
5. For the question "Do you have insurance?", select **Yes**. Be sure to have your Anthem member ID card handy to complete your insurance information. If you choose **No**, you can still enter your insurance information later.
6. For **Health Plan**, in the drop-down box, select **Anthem**.
7. For **Subscriber ID**, enter your identification number, which is found on your Anthem member ID card. Select **Yes** if you are the primary subscriber or **No** if you are not the primary subscriber.
8. Insert a service key if you have one. If you don't have a service key that's OK, this is optional and not required to register.
9. Select the green **Finish** button.

## Your account securely stores your personal and health information

You can be confident knowing you can easily connect with doctors when you need to consult about certain conditions, share your health history, and schedule online visits at times that fit your schedule.

## How to use LiveHealth Online for a video visit with a doctor



## Questions about how to use LiveHealth Online?

Call toll free at **1-888-LiveHealth (548-3432)** or email [help@livehealthonline.com](mailto:help@livehealthonline.com). If you send us an email, please include your name, email address and a phone number where we can reach you.

<sup>1</sup> 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.

<sup>2</sup> Select a doctor licensed to practice in the state where you're physically located. If that doctor is seeing another patient, you can choose to go to an online waiting room or you can select another doctor who is available at that moment.

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

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.

Anthem Blue Cross is the trade name of Blue Cross of California. Anthem Blue Cross and Anthem Blue Cross Life and Health Insurance Company are independent licensees of the Blue Cross Association. ANTHEM is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross name and symbol are registered marks of the Blue Cross Association.

# Your care, your way

## Connect to care anytime, anywhere



Get the care you need the way you want it. No matter which option you choose, your providers can see your health history, update your medical record, and give you personalized care that fits your life.

### Choose where, when, and how you get care

Not sure where to go for care? Visit [kp.org/getcare](http://kp.org/getcare) for more information.



#### 24/7 care advice

Get medical advice and care guidance in the moment from a Kaiser Permanente provider.



#### In-person visit

Same-day appointments are often available. Sign on to [kp.org](http://kp.org) anytime, or call us to schedule a visit.



#### Email

Message your doctor's office with nonurgent questions anytime. Sign on to [kp.org](http://kp.org) or use our mobile app.<sup>2</sup>



#### Phone appointment

Save yourself a trip to the doctor's office for minor conditions or follow-up care.<sup>2,3</sup>



#### Video visit

Meet face-to-face online with a doctor on your computer, smartphone, or tablet for minor conditions or follow-up care.<sup>2,3</sup>

### Need care now? Know before you go.

#### Urgent care

An urgent care need is one that requires prompt medical attention, usually within 24 or 48 hours, but is not an emergency medical condition. This can include minor injuries, backaches, earaches, sore throats, coughs, upper-respiratory symptoms, and frequent urination or a burning sensation when urinating.

Visit [kp.org/getcare](http://kp.org/getcare) to find the urgent care location nearest you.

#### Emergency care

A medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health.<sup>1</sup> Examples include:

- Chest pain or pressure
- Severe stomach pain that comes on suddenly
- Decrease in or loss of consciousness
- Severe shortness of breath

If you think you have a medical or psychiatric emergency, call **911** or go to the nearest hospital.

<sup>1</sup>If you reasonably believe you have an emergency medical condition, call 911 or go to the nearest emergency department. An emergency medical condition is a medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health. For the complete definition of an emergency medical condition, please refer to your *Evidence of Coverage*.

<sup>2</sup>These features are available when you receive care at Kaiser Permanente facilities.

<sup>3</sup>When appropriate and where available. You must be 18 years or older to schedule.