



## LiveHealth Online Psychology:

See a psychologist or therapist at home in as soon as just a few days

### It's quick, easy and private

If you're feeling stressed, worried or having a tough time, you may need someone to speak with. Now, you can see a licensed therapist using LiveHealth Online Psychology. Talk with a therapist from your home or wherever you have Internet access. Just download the free LiveHealth Online app to your mobile device or visit [livehealthonline.com](https://livehealthonline.com) on a computer with a webcam.

### Make your first appointment — when it's easy for you

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 after seeing their backgrounds and set up a visit.
- **Mobile app:** Download the free LiveHealth Online mobile app and then sign up or log in. Once you've logged in, choose **LiveHealth Online Psychology**. Next, select from available therapists after checking out their qualifications and arrange a visit.
- **Phone:** Call **1-844-784-8409** from 7 a.m. to 11 p.m. ET or PT.

In most cases, you can make an appointment to see a therapist 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. You need to be at least 18 years or older to visit with a therapist online. Psychologists and therapists using LiveHealth Online Psychology do not prescribe medications.

### Your first visit

You'll see your cost before the visit starts — depending on your coverage, the cost may be the same as what you would pay for an office visit, considering your benefits, copay or coinsurance. You can pay your share of the visit using a Visa, MasterCard, Discover or American Express credit or debit card. Visits usually last about 45 minutes. At the end of your first visit, you can set up future visits with the therapist if both of you feel it's a good fit. You will always have a choice of the therapist you would like to see.

### Therapists using LiveHealth Online Psychology can help you with these types of conditions:

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

**Anthem**   
BlueCross BlueShield  
And Its Affiliate HealthKeepers, Inc.

**LiveHealth**  
O N L I N E

# LiveHealth Online Psychology:

## What you need to know

Now, you can see a licensed psychologist or therapist wherever you have Internet access. Just download the free LiveHealth Online app on your mobile device or visit [livehealthonline.com](https://livehealthonline.com).

In case you have questions about using LiveHealth Online Psychology, here are some frequently asked questions (FAQ) and answers.

### Q. How do I schedule my first appointment with a psychologist or therapist using LiveHealth Online?

A: You can:

- Visit [livehealthonline.com](https://livehealthonline.com) and sign up or log in if you've already signed up. Once you've logged in, choose **LiveHealth Online Psychology**. Next, choose from available therapists after seeing their backgrounds and set up a visit.
- Download the free LiveHealth Online mobile app and then sign up or log in. Once you've logged in, choose **LiveHealth Online Psychology**. Next, select from available therapists after checking out their qualifications and arrange a visit.
- Call **1-844-784-8409**, toll free, from 7 a.m. to 11 p.m. ET or PT.

In most cases, you can make an appointment to see a therapist within four days or less.\* LiveHealth Online will send you an email confirming your appointment. You need to be at least 18 years or older to visit with a therapist online. Psychologists or therapists using LiveHealth Online cannot prescribe medications.

### Q. How do I set up a follow-up appointment?

A: At the end of your first visit, you can set up a future visit with the therapist if both of you feel it's needed. You always have a choice of the therapist you would like to see.

### Q. What types of conditions can be treated when you have an online visit with a psychologist or therapist using LiveHealth Online?

A: You can get help for these types of conditions:

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

### Q. How long does a visit usually last?

A: A typical visit with a psychologist or therapist using LiveHealth Online Psychology is about 45 minutes.

### Q. How much does a telehealth visit using LiveHealth Online cost?

A: Depending on your coverage, the cost may be similar to what you would pay for an office visit, considering benefits, copay or coinsurance. You can pay your share of the visit by using a Visa, MasterCard, Discover or American Express credit or debit card. You'll see what you owe before you start a visit and any cost is charged to your credit card. The cost is the same no matter when you have the visit — whether it's a weekday, the weekend, evening or a holiday.

### Q. How do I know if a psychologist or therapist is in-network?

A: When you log in to [livehealthonline.com](https://livehealthonline.com), the providers you see on the website are part of the Anthem Blue Cross and Blue Shield and its affiliate HealthKeepers, Inc. provider network. Make sure you select the state where you currently are located to view the most up-to-date list of providers.

### Q. Do children need to be at least 18 to have their own LiveHealth Online account and use LiveHealth Online Psychology?

A: Yes, children need to be 18 years or older.

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.

\*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 Anthem Blue Cross and Blue Shield and its affiliate HealthKeepers, Inc. Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield in Virginia, and its service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. Anthem Blue Cross and Blue Shield and its affiliate HealthKeepers, Inc. are independent licensees of the Blue Cross and Blue Shield Association. ANTHEM is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross and Blue Shield names and symbols are registered marks of the Blue Cross and Blue Shield Association.