

New value-added benefit: LiveHealth Online effective April 1, 2020

Due to the current COVID-19 crisis, effective April 1, 2020, LiveHealth Online* (LHO) is now available to Anthem Blue Cross and Blue Shield Medicaid (Anthem) members as a value-added benefit (VAB) ahead of the full implementation scheduled for May 15, 2020.

What is LiveHealth Online?

LiveHealth Online is a telehealth service offered by Anthem that allows members to visit providers through live video from a smartphone, tablet or computer.

When should a member use LiveHealth Online?

LiveHealth Online is used for nonemergency issues, like a fever, a skin rash or pinkeye. LiveHealth Online can also be used to access LiveHealth Online Psychology, which offers an easy and convenient way for a member to talk with a licensed therapist or psychologist. LiveHealth Online Psychology can help the member treat conditions like stress, anxiety, depression, relationship or family issues, grief, and panic attacks. Providers also have the capability to send prescriptions directly to the pharmacy, if needed.

Is there any cost to the member?

When a member signs up for LiveHealth Online, via the free mobile app or online at <https://livehealthonline.com>, they will need to enter their Anthem member ID number (sometimes called subscriber ID number) that's located on their member ID card. Then, they will need to enter the service key (similar to a coupon code) that can be obtained by contacting the Member Services phone number on the member ID card. This will ensure that the member will not be charged anything for the visit during the COVID-19 crisis.

If you have any additional questions, please contact your local Network Relations Consultant or you can visit the Anthem member page, <https://mss.anthem.com/ky/home.html> or the Anthem provider page, <https://medproviders.anthem.com/ky/Pages/Home.aspx> to stay up to date on the latest COVID-19 information and updates.

* LiveHealth Online is the trade name of Health Management Corporation, an independent company, providing telehealth services on behalf of Anthem Blue Cross and Blue Shield Medicaid.



<https://medproviders.anthem.com/ky>

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