Using LiveHealth Online, you can have a private and secure video visit with a board-certified doctor 24/7 on your smartphone, tablet or computer with a webcam. It’s a quick and easy way to get the care you need with no appointments or long wait times.

When your own doctor isn’t available, use LiveHealth Online if you have pinkeye, a cold, the flu, a fever, allergies, a sinus infection or other common health condition. A doctor can assess your condition, provide a treatment plan and even send a prescription to your pharmacy, if it’s needed.
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 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

start ...

1. Log in or register in just minutes.
2. Select LiveHealth Online Medical to review available doctor profiles.
3. Select the Connect button for the doctor of your choice.
4. Select who the visit is for (example: your child).
5. Share the reason for the visit.
6. Enter health history and medications.
7. Select a pharmacy.
8. Verify your insurance information.
9. Copay or your percentage of the cost processed by credit card.
10. Consultation with board-certified doctor within minutes.
11. Doctor diagnoses patient. If medicine is prescribed, it is sent to your selected pharmacy.
12. Conversation summary is stored in your personal LiveHealth Online account.
13. Claim is sent to Anthem.

... finish

Questions about how to use LiveHealth Online?

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

1. Prescription availability is defined by physician judgment and state regulations. Visit the home page of livehealthonline.com to view the service map by state.
2. 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 HSA members.

Anthem Blue Cross and Blue Shield is the trade name of: In Colorado: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. Copies of Colorado network access plans are available on request from member services or can be obtained by going to anthem.com/co/networkaccess. In Connecticut: Anthem Health Plans, Inc. In Georgia: Georgia Blue Cross Blue Shield Healthcare Plan of Georgia, Inc. In Indiana: Anthem Insurance Companies, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 3 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. 1973, Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. HMO and certain affiliate administrator non-HMO benefits underwritten by HALIC and HMO Missouri, Inc. HMO and certain affiliate administrator non-HMO benefits underwritten by HMO Missouri, Inc. RightCHOICE and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits.

Anthem Health Plans of New Hampshire, Inc. HMO plans are administered by BlueCross BlueShield of Wisconsin (BCBSWI), underwriters or administrators. BlueCross BlueShield of Wisconsin (BCBSWI), underwriters or administrators offer PPO and indemnity policies and underwrite the out of network benefits in POS policies offered by Compare Health Services Insurance Corporation (Compare), Compare Health Services Insurance Corporation (CompCare) and Compare Health Services Insurance Corporation (WISCONSIN). Compare underwrites or administers HMO or POS policies; WISCONSIN underwrites or administers multi-Priority HMO or POS policies. Independent licensees of the Blue Cross and Blue Shield Association. ANTHEM is a registered trademark of Anthem Insurance Companies, Inc.