

LiveHealth Online

Medi-Cal Managed Care



VISIT WITH A DOCTOR
ANYTIME, ANYWHERE FROM
THE COMFORT OF HOME!



What is LiveHealth Online?

- LiveHealth Online (LHO) is a website and mobile application that gives patients 24/7 access to on-demand video visits (medical). It has an urgent care focus and provides convenient access anytime, anywhere in California (even at home!) via smartphone, tablet or computer.
- LHO connects patients with board-certified physicians supporting physical and behavioral health.
- Physicians can electronically prescribe to the member's pharmacy. Note: Only noncontrolled substances can be prescribed.
- It is available at no cost for Anthem Blue Cross (Anthem) members enrolled in Medi-Cal Managed Care (Medi-Cal) beginning September 1, 2018.

How to use LHO for a video visit with a doctor



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 choice.



4

Indicate who the visit is for (example: child).



5

Share the reason for the visit.



6

Enter health history and medications.



7

Select an in-network pharmacy.



8

Enter Medi-Cal ID into *Health Plan* section.



9

Consultation with doctor begins in minutes.



10

Doctor diagnoses patient and e-prescribes.



11

Visit summary is stored in LHO user account.



12

Claim is sent to Anthem.

A great consumer experience



Patient testimonials:
[Meagan](#), [Jennifer](#), [Lisa](#)



94%

Visit satisfaction rating

"I absolutely love this service! I have used others like Teladoc in the past, but this is much more personalized."



96%

Doctor satisfaction rating

"It's amazing to have access to a doctor anytime, anywhere."



73%

Saved two hours or more

"Much quicker than the emergency room or urgent care and felt more personable."

Members can get 24/7 help by calling: **1-888-548-3432 | 1-888-LiveHealth**

For urgent prescription assistance after an online visit, members can call: **1-888-982-7956**.

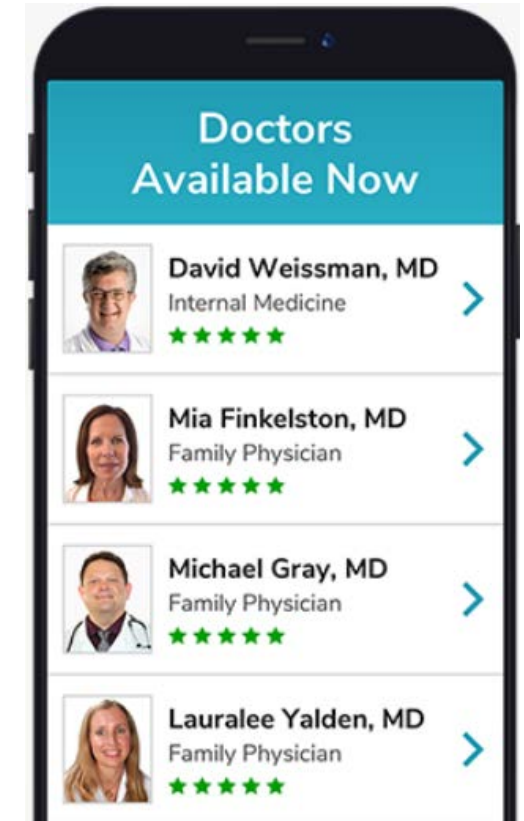
For those who use telecommunications assistance, we accept calls from Telecommunications Relay Service (711).

LHO programs details

	LiveHealth Online Medical	LiveHealth Online Psychiatry	LiveHealth Online Psychology
Provider types	Board-certified doctors	Board-certified doctors	Licensed psychologist (PhD) and therapist (social workers — masters level)
Benefit offered	Medication if clinically necessary	Medication if clinically necessary Post-initial evaluation	
Availability	On demand 24/7/365	Appointment: 8 a.m. to 8 p.m. Across all time zones	Appointment: 7 a.m. to 11 p.m.
Visit length	10 minutes	30 to 45 minutes for initial evaluation 15 minutes for follow-up sessions if needed for medication review	45 minutes
Average wait time	About 10 minutes	14 days or less	4 days or less
Age served	No age limit, doctor determines if the patient can be treated virtually or not.	18 years or older	10 years or older
Value	Convenient access to care at home. Prevents time consuming ER visits for nonemergent conditions.	Significantly increased access to behavioral health providers at home	

Commonly treated conditions (medical)

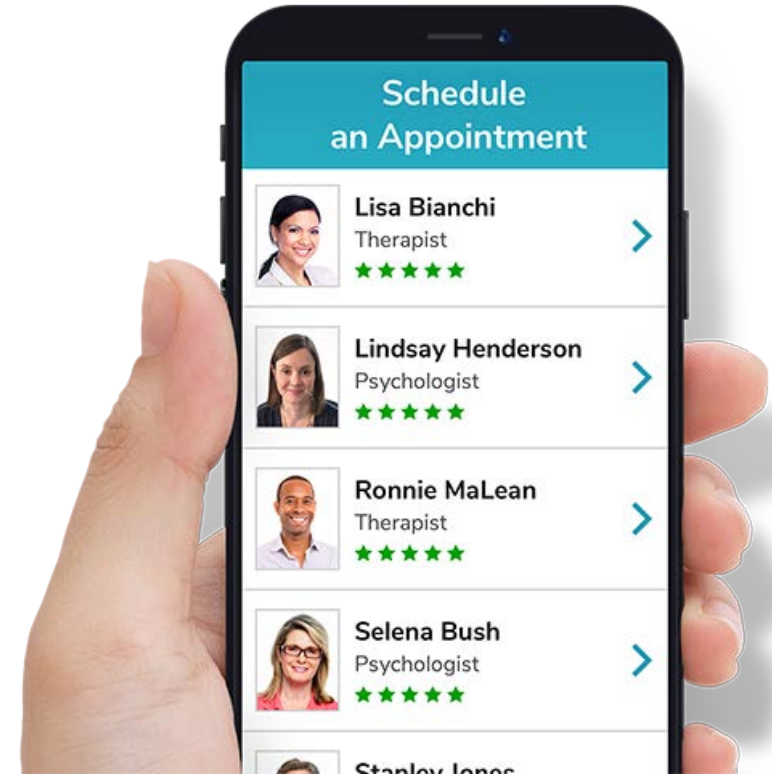
- Abrasions, minor wounds
- Acne
- Asthma
- Allergies/allergic rhinitis
- Back pain
- Cough/cold
- Diabetes/hypoglycemia
- Diarrhea
- Ear pain
- Headache/migraine
- Hypertension
- Incontinence
- Fever, influenza/flu
- Insomnia
- Nausea/vomiting
- Pinkeye and other eye infections
- Rashes/skin disturbances
- Sinus infection
- Sore throat/pharyngitis
- Sprains and strains



Commonly treated conditions (behavioral)

- Stress
- Anxiety
- Depression
- Relationship troubles
- Parenting issues
- Grief
- Panic attacks
- Coping with an illness
- Bipolar disorder
- Obsessive compulsive disorder
- Post-traumatic stress Disorder

LHO offers ongoing treatment with the same behavioral health provider.



Limitations of LHO

LHO does **not** provide:

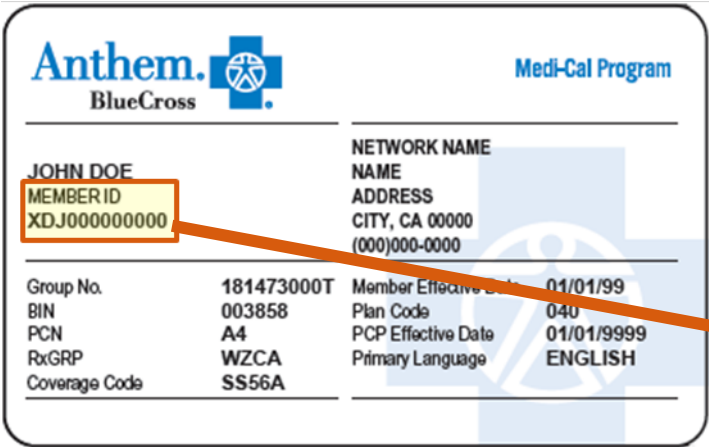
- Preventive or ongoing medical care.*
- Lab orders.
- Access to specialist care at this time.
- Access to translation services other than Spanish (doctor profiles indicate spoken languages).

* Members should make an appointment with their PCP as first choice for nonemergency care.

Entering Medi-Cal ID

An Anthem member ID must be added to an LHO account to receive no-cost services. Members **must be 18 years of age** to have their own LHO account.

- Parent can add children’s Anthem member ID to the personal account.



1:59 PM 79%

Cancel Add Child Done

Create Profile Link Profile

First Name

Last Name

Date of Birth

Gender

Claim Submission Requires ID entry

Health Plan

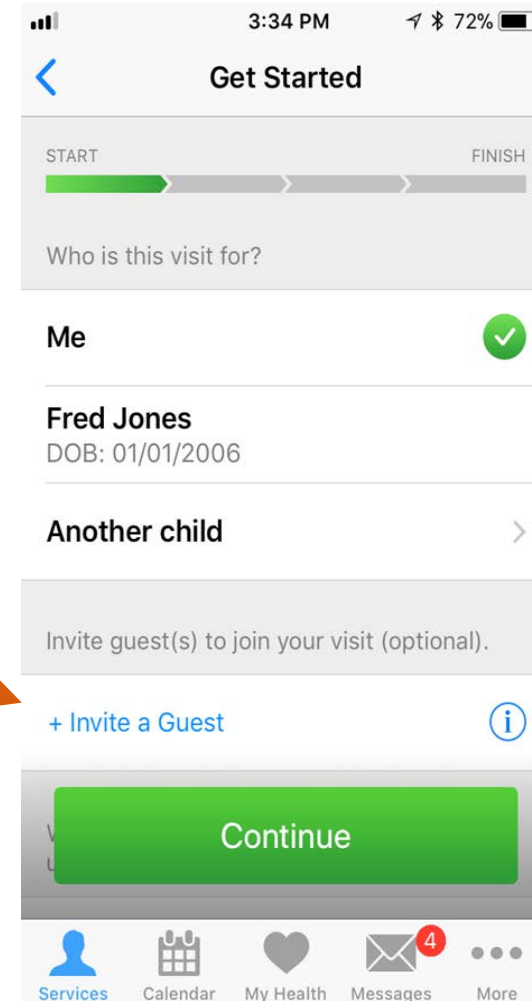
By adding this child's profile, I hereby certify that I am the custodial parent or legal guardian of the minor indicated above and that I have the authority to make medical decisions on his or her behalf.



Functionality: adding a guest to an LHO visit

Members are able to invite guests to join their live video visits.

- Family members
- Other providers



Functionality: after the visit

- Members are able to share the medical record summary with their PCP or anyone with an email/fax.
- There is a survey question about where the member would have gone if they didn't use LHO.

The screenshot shows a mobile application interface titled "Thank You". At the top, it says "Share this summary by fax and/or email." Below this are three options: "+ Add PCP's Fax Number", "+ Add PCP's Email", and "+ Add Another Email". The first option is highlighted with a green checkmark. Below these options is a section with a green checkmark and the text: "I give permission to share details of my treatment with the recipient(s) I have specified above, in accordance with the HIPAA releases." To the right of this text is an information icon (i). Below this section is a survey question: "You must log out before leaving this website. If you didn't use LiveHealth Online today, where would you have gone to get care?" Below the survey question is a text input field containing "I would have made an office appointment." and a right-pointing arrow. At the bottom of the screen is a large green button labeled "Done". Two orange arrows point to the "+ Add PCP's Fax Number" option and the survey question text.



Kiosks

MEDSUITE ENCLOSED

Create a convenient and private space just about anywhere.



MEDSTOP CONSOLE

Can be placed anywhere that does not require added privacy.



MEDSTOP PORTABLE

Compact kiosk sits on a desk or table allowing for portability.

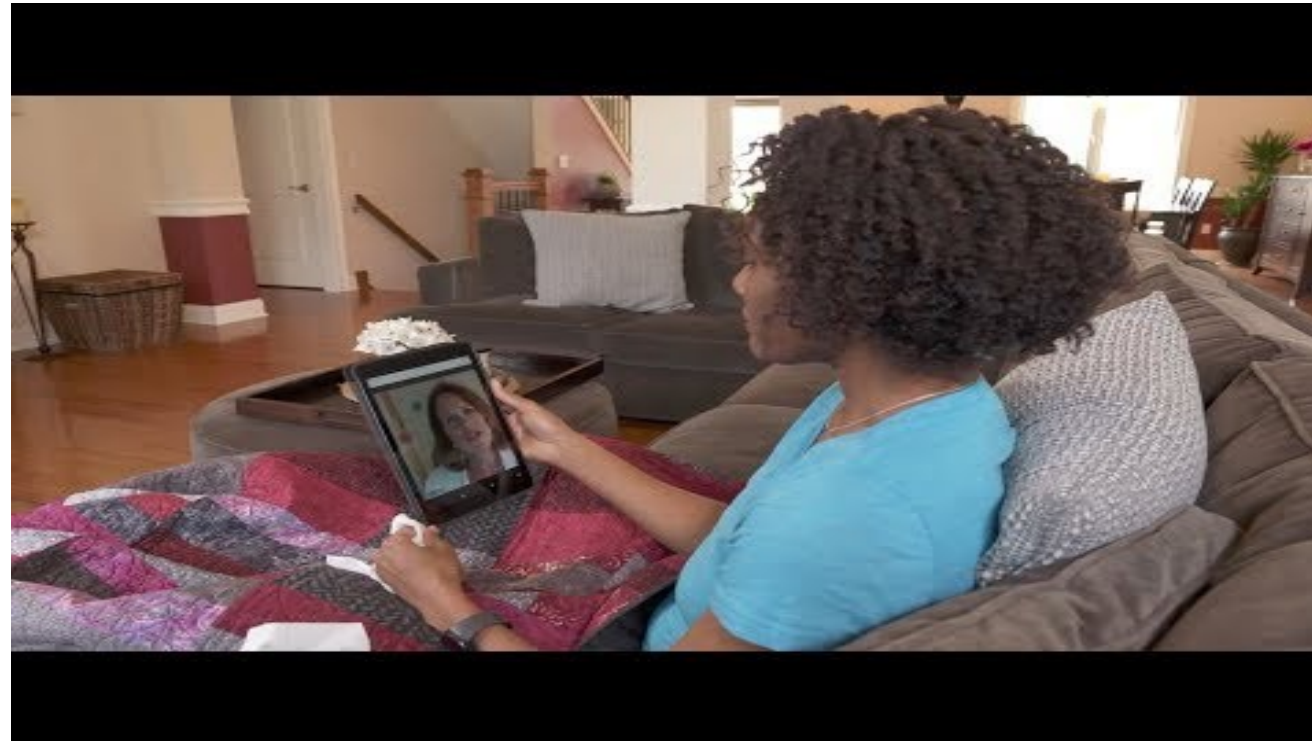


New tablet version
2019

- Kiosks can be used for members who do not have access to a mobile device or computer.
- These kiosks offers diagnostic tools.

Video demonstration

This video demonstrates the LHO user experience and functionality.



Double click on the video to play.

Thank you

Questions?

<https://mediproviders.anthem.com/ca>

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