

Find support from the privacy of home

Reach out to mental health professionals with LiveHealth Online video visits



As a Kentucky Employees' Health Plan (KEHP) member, you have access to resources to support your mental health and well-being. If you feel stressed or worried, or are going through a challenging time, you can schedule a private video visit with a licensed psychologist or therapist through LiveHealth Online Psychology. LiveHealth Online Psychiatry is available if you need support from a psychiatrist.

LiveHealth Online makes it more convenient to access care. In most cases, you can see a therapist within four days or less, or a psychiatrist within two weeks.¹ The cost for video visits is \$0 for KEHP members.

How to make your first appointment

- Sign up at livehealthonline.com, or download the LiveHealth Online app, and then log in.
- Select **LiveHealth Online Psychology** or **Psychiatry** and choose who you'd like to see.
- You can also call LiveHealth Online at **855-603-7985**.

You will receive an email confirming your appointment.

Receive online support from mental health professionals for:

- Grief.
- Stress.
- Anxiety.
- Depression.
- Panic attacks.
- Family or relationship issues.
- Stress from coping with an illness.



Kentucky Employees' Health Plan



Cost of a video visit

As a KEHP member, your cost for a video visit, anytime day or night and holidays, is \$0.

How to choose a mental health professional for your individual needs

After you log in at livehealthonline.com or with the app, select **LiveHealth Online Psychology** or **Psychiatry** to look for a mental health professional that meets your needs. You can schedule an appointment online or by phone. At the end of the first visit, you can set up future visits if you and your mental health professional feel it's needed.

What else do I need to know?

- Visits usually last about 45 minutes.
- Psychologists and therapists using LiveHealth Online do not prescribe medication. Psychiatrists using LiveHealth Online can prescribe medication if they feel it's needed and if local laws permit.²
- You must be at least 10 years old to see a therapist online and have your own LiveHealth Online account. You must be at least 18 years old to see a psychiatrist online and have your own LiveHealth Online account.

LiveHealth Online can also help with other common health issues

If you have a health issue such as a cold, fever, or allergies, LiveHealth Online is a great care option if your primary care doctor isn't available. It will save you money and is more convenient than a trip to an urgent care center since you don't have to leave home. All you need is a smartphone, tablet, or computer with a camera.

LiveHealth Online gives you:

- **24/7 access to doctors.** Board-certified doctors can assess your condition, provide treatment options, and send a prescription to a pharmacy you choose, if needed.³
- **Care when you need it,** for issues such as the flu, a cold, sinus infection, allergies, pink eye, rashes, and fever.
- **Convenience.** There are no appointments or long waits to see a doctor. Most people are connected to a doctor in about 10 minutes or less. Plus, as a KEHP member, your visits are \$0.



Your mental health is as important as your physical health

To sign up for LiveHealth Online and schedule video visits, go to livehealthonline.com or download the app at the App Store® or Google Play™.

If you have questions, call **888-548-3432** or email customerservice@livehealthonline.com.

¹ Appointments subject to availability of a therapist or doctor.

² Prescriptions determined to be a "controlled substance" (as defined by the Controlled Substances Act under federal law) cannot be prescribed using LiveHealth Online.

³ Prescription availability is defined by physician judgment.

Online counseling is not appropriate for all kinds of issues. If you are in crisis or have suicidal thoughts, it's important that you seek help immediately. Please call 988 (Suicide and Crisis 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.

In addition to using a telehealth service, you can receive in-person or virtual care from your own doctor or another healthcare provider in your plan's network. If you receive care from a doctor or healthcare provider not in your plan's network, your share of the costs may be higher. You may also receive a bill for any charges not covered by your health plan.

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.

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