

LIVEHEALTH ONLINE: Health care at home or on the go

Get fast, easy doctor and therapist visits whenever you need them. All for free!



Feeling under the weather? Have a health question? With LiveHealth Online, the doctor comes to you. In some cases no appointments are needed. There's no traveling to the doctor's office and no sitting in the waiting room. In fact, you don't even have to leave your home or office. LiveHealth Online lets you have a video visit with a board-certified medical doctor, psychiatrist or therapist from your computer (with a web camera), tablet or smartphone.

Use LiveHealth Online Medical for conditions like: **How fast can you get an appointment?**

- Cold and flu symptoms
- Allergies
- Sinus infections
- Migraines
- Upper respiratory infections
- Bronchitis
- Doctors can answer questions and make a diagnosis. They may be able to send a prescription to your pharmacy, if needed.²

- See a board-certified medical doctor 24/7 with little to no waiting.¹
- Visit a licensed therapist in four days or less.¹
- Consult a board-certified psychiatrist within two weeks.¹

Use LiveHealth Online Psychology for help with:

- Anxiety
- Depression
- Grief
- Panic attacks
- If you're over 18 years old, you can get medicine to help you manage a mental health condition.³

Here's how to get started:

- Go to livehealthonline.com and log in or download the free app and register. Select **LiveHealth Online Medical** and choose the doctor you'd like to see.
- For **LiveHealth Online Psychology** you can schedule an appointment online or call **1-844-784-8409** from 7 a.m. to 11 p.m.

There's no cost for a video visit with a doctor, psychiatrist or therapist through LiveHealth Online. It's included with your KEHP plan. **IT'S FREE!**

Be prepared for times when you may want a video visit
Sign up for LiveHealth Online today – it's quick and easy. Go to livehealthonline.com or download the free app and register on your phone or tablet.



Kentucky Employees' Health Plan

¹ Appointments subject to availability.

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

³ Prescriptions determined to be a "controlled substance" (as defined by the Controlled Substances Act under federal law) cannot be prescribed using LiveHealth Online. Psychiatrists on LiveHealth Online will not offer counseling or talk therapy.

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.

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 HIA+ members.

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