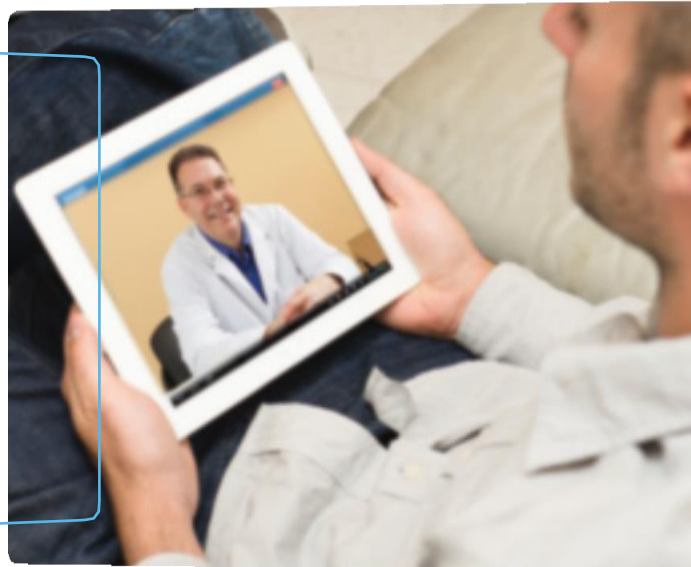


# Have a video visit with a doctor or therapist at home

Using LiveHealth Online, you can have a private visit with your smartphone, tablet or computer.



Anthem PPO participants (and eligible dependents): When you're not feeling well, you want to feel better fast. Or, you may be feeling anxious or having trouble coping on your own and need some support. LiveHealth Online lets you stay home and have a video visit with a board-certified doctor or licensed therapist on your smartphone, tablet or computer.

\*Please see the back of this flyer for further instructions

## By using LiveHealth Online, you can

- **See a board-certified doctor in a few minutes with no appointment.** Doctors are available 24/7 to assess your condition and, if it's needed, they can send a prescription to your local pharmacy.<sup>1</sup> 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 another common health condition.
- **Make an appointment with a licensed therapist in four days or less.<sup>2</sup>** You can have a video visit with a therapist from home, at work or on the go — evenings and weekend appointments are available too. Appointments can be scheduled online or over the phone at **1-888-548-3432** from 7 a.m. to 7 p.m., seven days a week. You can get help for anxiety, depression, grief, panic attacks and more.

## What will a visit cost?

Your Anthem PPO plan now includes benefits for video visits using LiveHealth Online, so you'll just pay your share of the costs (see back of flyer for reimbursement submission details)— usually \$59 or less for medical doctor visits, and \$80 (therapist) / \$95 (psychologist) for a therapy session.

## Sign up for LiveHealth Online today -- it's quick and easy

Go to [livehealthonline.com](https://livehealthonline.com) or download the app and register on your phone or tablet.



**See a Spanish-speaking doctor with Cuidado Médico on LiveHealth Online**



Video doctor visits using LiveHealth Online are usually \$59 for Medical visits and \$80/\$95 for Behavioral/Mental Health visits. LiveHealth Online is a covered benefit for Anthem PPO Participants only. Participants in other health plans should contact their health plan directly for virtual-based healthcare options and cost-share.

Anthem PPO Participants (and eligible dependents) must pay directly for LiveHealth Online visits at the time of service and submit the invoice (emailed to you following your visit) to the Sheet Metal Workers' Health Plan Administrative Office (SMBPAC) for application of In-Network Anthem PPO plan benefits (Physician Visit benefit level). Through December 31, 2020, please indicate on your invoice if the visit is COVID-19 related (diagnosis or treatment) and the visit will be covered in full (100%) by the Plan.

Please send your LiveHealth Online invoice to the following address:

SMBPAC, P.O. Box 10067, Manhattan Beach, CA 90266-8563

For any questions, please call the Health Plan Administrative Office (SMBPAC) at 800-947- 4338.

<sup>1</sup> Prescription availability is defined by physician judgment and state regulations. Visit the home page of [livehealthonline.com](https://livehealthonline.com) to view the service map by state.

<sup>2</sup> Appointments subject to availability of a therapist.

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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