

# LiveHealth Online

Doctors 24/7 at no cost to you – sign up today!

Using LiveHealth Online, Anthem Blue Cross Medi-Cal members can visit with a doctor, therapist, psychologist or psychiatrist through live video from a smartphone, tablet or computer.

When you can't see your own doctor, use LiveHealth Online for urgent health conditions like the flu, fevers, diabetes and pinkeye. Doctors can even send prescriptions directly to your pharmacy if needed.\*



**Sign up in minutes.** Just follow these easy steps:



**1. Download** the free **LiveHealth Online** mobile app or go to [livehealthonline.com](http://livehealthonline.com).

**2. Choose Sign Up** to create your LiveHealth Online Account.\*

\*You must be 18 or older to have your own account. A parent or guardian can add a child dependent to their account during the registration process or once they've logged in.

**3. Enter** your profile information. Here are some tips to help you fill this part out:

- **Current location:** Choose California.
- **Password:** Don't forget the password you create. You won't be asked to confirm your password.
- **Service key:** Leave blank.
- **Health plan:** Select Anthem Blue Cross Medi-Cal.
- **Insurance ID:** Enter the ID from your Anthem Blue Cross member ID card.

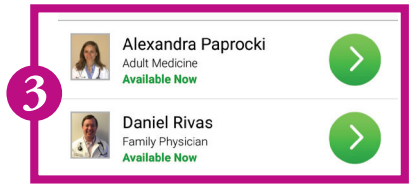
**4. Tap Continue** and you're in!

## Help for Wildfires Medical

Anthem Blue Cross is the trade name of Blue Cross of California. Anthem Blue Cross and Blue Cross of California Partnership Plan, Inc. are independent licensees of the Blue Cross Association. ANTHEM is a registered trademark of Anthem Insurance Companies, Inc. Blue Cross of California is contracted with L.A. Care Health Plan to provide Medi-Cal Managed Care services in Los Angeles County.

LiveHealth Online is the trade name of Health Management Corporation, a separate company providing telehealth services on behalf of Anthem.

# Visiting with a doctor using LiveHealth Online is easy! Here's how:



1. Log in to LiveHealth Online using your username (email) and password.

2. Choose **LiveHealth Online Medical**

3. Pick a doctor who's right for you!

4. Select who the visit is for – example: your child. You can also invite a guest to your visit.

5. Share the reason for your visit.

6. Answer a few questions about your medical history – this information is kept private and only shared with the doctor you see through LiveHealth Online.

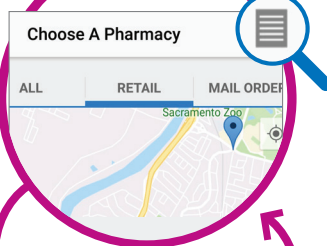
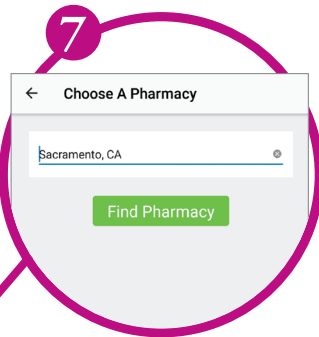
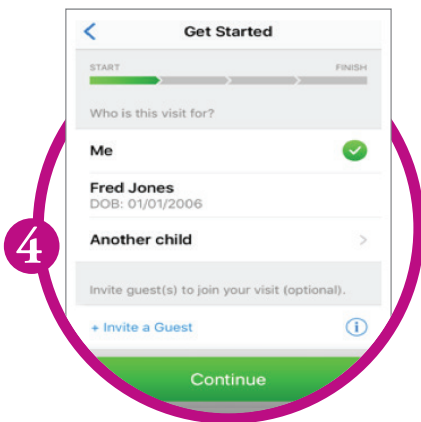
7. Find a pharmacy near you that works with our plan in case a prescription\* is needed.

**Make sure the pharmacy you pick is in our plan.** If you're not sure, call the Customer Care Center number on your member ID card or use the Provider Search tool at [www.anthem.com/ca/medi-cal](http://www.anthem.com/ca/medi-cal).

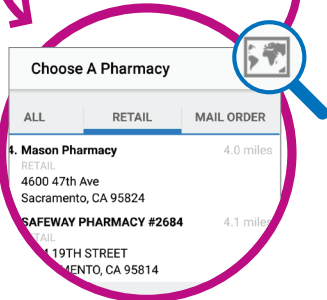
**Enter your location (your city or ZIP code) and tap Find Pharmacy.**

8. Review your insurance (health plan) information and make sure it's right.

9. Tap the **Continue** button to be placed into a virtual waiting room until your visit begins.



Tap the list icon in the upper right corner to see a list of pharmacies near you.



Or you can search for one using the map view.

**Need help using LiveHealth Online?**

Call 1-888-LiveHealth (TTY 711).

Don't wait until your next sick day.

**Sign up today!**