

What Is LiveHealth Online (LHO)?

LiveHealth Online provides 24/7 convenient online access to board certified health professionals for a variety of common health problems. It can be used anywhere in the 50 states.

How can I use LiveHealth Online (LHO)?

1. Visit with a board-certified doctor 24/7 on your smartphone, tablet or computer.
2. Get care for common health problems like the flu, a cold, cough, fever, sinus infections, pink eye, skin rash and more.
3. Feel better faster. Doctors can assess your condition, provide a treatment plan and send a prescription to the pharmacy of your choice, if needed.

Who can use LiveHealth Online (LHO)?

Anyone can use LiveHealth Online as long as they are located in the 50 United States. It's best to setup an account prior to the employee, or family member, needing services.

- » For dependents under age 18, employees can simply add them to the parent's account.
- » For spouse or dependents over age 18, a separate account with a unique email will need to be set up for each person.

How much does LiveHealth Online (LHO) Cost?

Cost of using an LHO treatment provider is **\$59*** or less, depending on your health plan, and payment is due up front.

- » For active employees and pre-65 retirees, copay applies for Anthem PPO Members
- » For active employees and pre-65 retirees, deductible/coinsurance applies for Anthem HD PPO members
- » Employees not enrolled in a NiSource Anthem plan, should check with their medical plan for costs
- » For post-65 retirees with Anthem coverage, LHO is not a covered service however you can still use LHO and pay the out of pocket cost
- » For post-65 retirees that are not enrolled in a NiSource Anthem plan, contact your insurance provider or Medicare to determine if your specific plan covers the LHO treatment
- » If your plan does not cover the treatment, or you choose to use the LHO service without insurance, the cost of a visit is \$59 and you would be responsible for payment up front
- » Should you receive a prescription from an LHO provider, you are still responsible for any applicable prescription costs

*Cost listed is for treatment with a doctor. Costs for a licensed therapist or psychologist may vary and can range from \$80 to \$175.

How do I enroll in LiveHealth Online (LHO)?

To enroll, visit livehealthonline.com. If you are planning on using your insurance, ensure you have a copy of your insurance card available. Detailed step by step instructions can be found below.

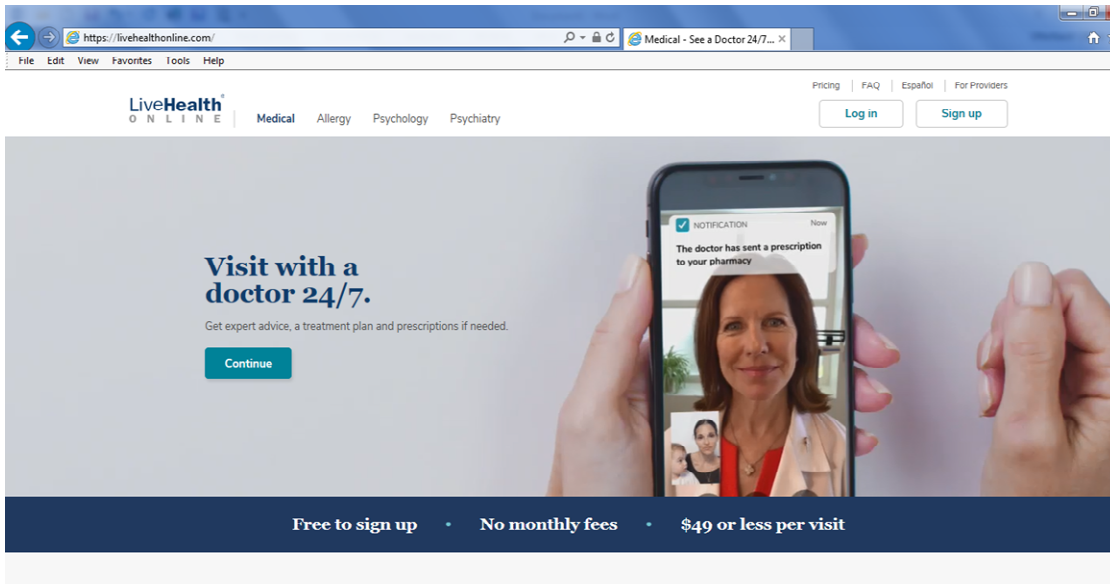
Have Additional Questions?

You can find detailed answers to additional questions by accessing the LiveHealth Online FAQ found here:

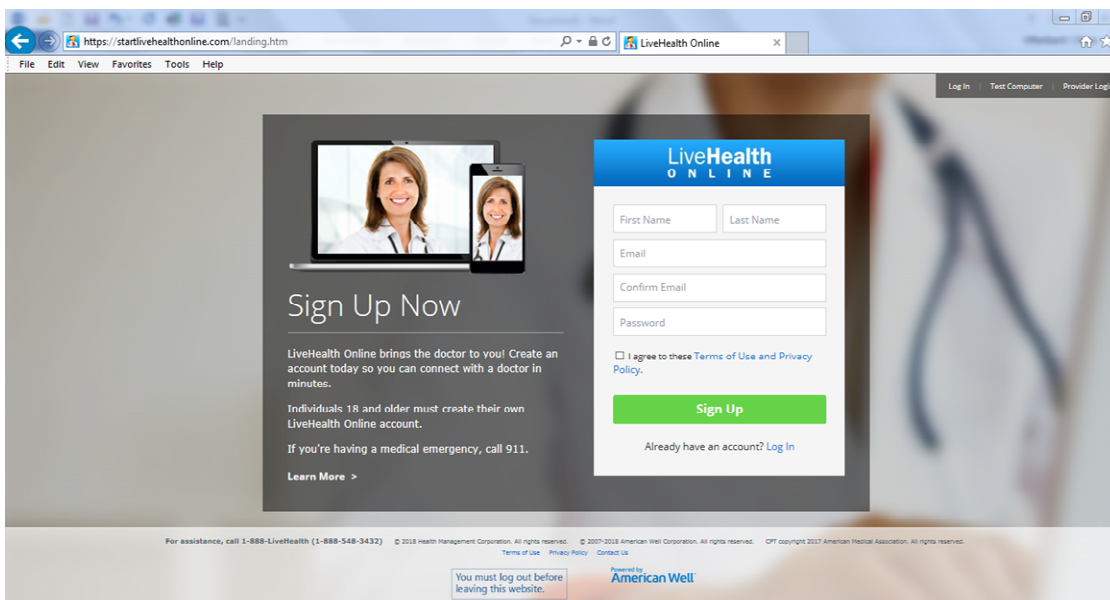
<https://livehealthonline.com/questions/>

LiveHealth Online Enrollment Step by Step Instructions

- Sign up for LiveHealth Online today so you can visit with a doctor in minutes.
 - If you plan to use your insurance, be sure to have your Anthem ID Card (can enroll even if NOT an Anthem member) and payment method on hand prior to enrolling
- Access the LiveHealth online website at livehealthonline.com and select the Sign Up button at top right corner.
 - You can also sign up via the LiveHealth Online mobile app from your smartphone or tablet (steps/screen prints vary slightly).



- Enter required information, and click the green Sign Up button.
 - Note: Be sure to check the box and "Agree to terms of Service".



- Answer next set of questions when prompted in order to set up your profile.

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We need a few more details to create your profile.

Current Location ▼

Date of Birth:

Month ▼ Day Year

Male Female

Continue

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Do you have health insurance?

Yes

Insurance may cover all or part of your visits. If your plan isn't listed, you can still have a visit.

Anthem Blue Cross and Blue Shie ▼

Subscriber ID Card

Member Name
JOHN DOE

Member Identification Number
17083214567890

Group Number
123456789

Plan Code
288

Rx Bin Number
818575

Coverage
Medical, Anthem Pharmacy,
Anthem PPO, PPO Plus, Blue Cross Waiver

SUBSCRIBER ID / IDENTIFICACION DEL SUSCRIPOR
(NO SPACES) / (SIN ESPACIOS)

Are you the Primary Subscriber?

Yes No

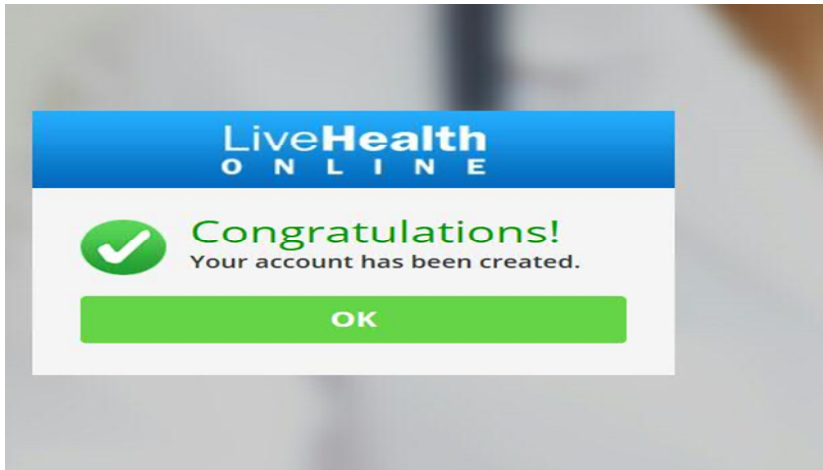
No

Skip this step / My plan isn't listed

Service Key

If you received a key from your employer or another group, enter it here. [More info](#)

- If you select “Yes” to health insurance question, you will be asked to enter your Health Plan and Subscriber ID (your subscriber ID is located on your medical card).
 - The service key question is not applicable and can be skipped.
 - Click Finish to complete account profile.



- Lastly, you may be asked to do a device check. This will ensure your computer is set up and ready to handle video visits. Follow the steps when prompted.

Test My Computer



Begin Test



Device Check



Internet

Let's make sure you're ready for video visits.
Click Next to get started!

