

LiveHealth Online — an alternative to emergency room visits

Healthy Blue is working to expand the quality care you provide for your patients' medical and behavioral health needs. Healthy Blue offers 24/7 non-emergent care for your patients through the virtual (telehealth) service LiveHealth Online* (LHO). Common services managed through LHO apply to the below medical and behavioral health conditions.

Medical health conditions:

- Allergies
- Back pain
- Cough/cold
- Diarrhea
- Fever
- Headache
- Nausea
- Sinus infection
- And more

Behavioral health conditions:

- Anxiety
- Bipolar disorder
- Depression
- Grief
- Panic attacks
- Stress
- And more

Benefits of LHO:

- LHO will increase access to services for our members, particularly in our rural areas where provider availability and transportation are a challenge.
- LHO will also serve as an access alternative for urgent care and some emergency department visits in access-needs areas.

Signing up for LHO provides the member of Healthy Blue with live video access on their smartphone, tablet or computer to board certified physicians, psychologists and psychiatrists at no cost. **To participate, members must sign up with LHO.** Signing up is free at <https://livehealthonline.com> or by downloading the free LHO mobile app:

- LHO providers will have the capability to send some prescriptions to their pharmacy if needed.
- A summary of each visit can be created with the member's permission and forwarded to the member's PCP. This valuable ability supports continuity of care and collaboration among providers.
- Spanish speaking doctors are available seven days a week using Cuidado Médico on LHO through the free mobile app.

Members who need help using LHO can call **1-888-548-3432 (TTY 711)**. Members with questions about the health plan or who need translation services should call the Member Services number on the member ID card. If you have questions about this communication or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at **1-833-405-9086**.

* LiveHealth Online is the trade name of Health Management Corporation, an independent company, providing telehealth services on behalf of Healthy Blue.

<https://provider.healthybluemo.com>