



LiveHealth
O N L I N E



LIVEHEALTH ONLINE EFFECTIVE JANUARY 1, 2015

FREQUENTLY ASKED QUESTIONS:

What is LiveHealth Online?

With LiveHealth Online, you have a doctor by your side 24/7. You do not have to worry about an appointment, traveling or waiting at an urgent care center. LiveHealth Online lets you talk face-to-face with a doctor through your mobile device or a computer with a webcam. **Please refer to the document *How to Use LiveHealth Online on Your Computer or Mobile Device*.**

Use LiveHealth Online for common health concerns like colds, the flu, fevers, rashes, infections and allergies. It's faster, easier and more convenient than a visit to an urgent care center.

Why would I use LiveHealth Online instead of going to visit my doctor in person?

The choice to use LiveHealth Online is different for each person. For some, busy schedules, location or other conflicts make it hard to get to the doctor's office. It also depends on the type of health condition you have. For certain health concerns, there's just no substitute for going to the doctor in person. Other times, the convenience of having a doctor a click away can help you get the care you need when it's needed.

LiveHealth Online should not be used for emergency care. If you experience a medical emergency, call 911 immediately or report to the closest emergency room.

When is LiveHealth Online available?

Doctors are available on LiveHealth Online seven days a week, 24 hours a day, 365 days a year.

What are the qualifications of the doctors you consult via LiveHealth Online?

- U.S. board-certified
- Average 15 years practicing medicine
- Mostly primary care physicians
- Specially trained for online visits

When can you use LiveHealth Online?

As always, you should call 911 with any emergency. Otherwise, you can use LiveHealth Online whenever you have a health concern and don't want to wait.

- Cold and flu symptoms such as a cough, fever and headaches
- Allergies
- Sinus infections

Do doctors have access to my health information?

LiveHealth Online doctors can only access your health information and review previous treatment recommendations and information from prior LiveHealth Online visits. If you are using LiveHealth Online for

the first time, you will be asked to answer a brief questionnaire about your health before you speak with a doctor. The information from your first online visit will be available for future LiveHealth Online visits.

How does LiveHealth Online work?

When you need to see a doctor, simply go to livehealthonline.com or access the LiveHealth Online mobile app. Select the state that you are located in and answer a few questions.

Establishing an account allows you to secure store your personal and health information for common health concerns. Plus you can easily connect with doctors in the future, share your health history and schedule online visits at time that fit your schedule. Once connected, you can talk and interact with the doctor as if you were in a private exam room.

How long does a LiveHealth Online session with a doctor usually last?

A typical LiveHealth Online session lasts about 10 minutes.

How much does it cost to use LiveHealth Online?

There is no copay. The benefit is paid at 100% if you do not have a yearly deductible. For the deductible plans, the benefit will be paid at 100% once the yearly deductible has been satisfied.

Why do some states offer prescriptions after my visit and other states don't?

Some state laws require a face-to-face visit before allowing prescriptions. Every state is different and these laws change often. Please visit livehealthonline.com regularly to see if online visits with a doctor are available in your state. Please note that doctors using LiveHealth Online are not able to prescribe controlled substances or lifestyle drugs.

Who do I get in touch with if I still have questions?

You can email customersupport@livehealthonline.com or call toll free at 1-855-603-7985.

If you send an email, please be sure to include your:

- Name
- Email address
- Phone number where you can be reached.