

# LiveHealth Online

How to use your Member Assistance Program benefit to have a video visit with a therapist



Your Member Assistance Program (MAP) benefit makes it convenient to receive care for your mental health. You can have a telehealth visit with a licensed therapist or psychologist from your smartphone, tablet, or computer with a camera using LiveHealth Online.

## FAQ

### How many visits are included with my MAP service?

Three visits per issue, per 12-month period, for each household member.

### What issues can a LiveHealth Online therapist help with?<sup>1</sup>

- Stress, anxiety, and depression
- Panic attacks
- Coping with illness
- Grief
- Relationship and family issues
- Parenting challenges

### How do I schedule my first appointment?

1. Call MAP at **855-686-5615** to find out whether this type of counseling is right for you. If it is, MAP will send you an email and a special coupon code, along with instructions on how to register.
2. Go to **livehealthonline.com** or download the LiveHealth Online app to log in or sign up.
3. Follow the MAP email instructions to add this benefit to your service menu.
4. Schedule an appointment online. In most cases, you can see a therapist in seven days or less.<sup>2</sup>
5. You will receive an email from LiveHealth Online to confirm your appointment. If you need support, you can call customer service at **888-548-3432**.



### Can I cancel a visit?

Yes, to cancel, go to the bottom of your LiveHealth Online appointment confirmation email and select **Cancel Appointment**.

### How do I set up a follow-up appointment?

At the end of your first visit, you can set up another appointment if you and your therapist find it necessary.

### Can I see someone else on my second visit?

You can choose a different therapist when you schedule your next visit.

### If I schedule with a different therapist, do I still have the same number of visits?

Under your MAP benefit, you have a certain number of total visits for each issue.

### How much will I pay?

LiveHealth Online is included with your MAP benefit. Remember to enter your MAP coupon code each time you make an appointment. After using your three allowed MAP visits, you can continue to see your doctor using LiveHealth Online Psychology. If you are enrolled in a MEA Benefits Trust medical plan, you will have a copay until July 1, 2022. After July 1, you will not have a copay for your LiveHealth Online visits. If you are not enrolled in a MEA Benefits Trust medical plan, you can use another insurance if accepted or pay a fee for your service.

### What happens after I use all my visits?

You can continue to see your therapist using LiveHealth Online if you have an Anthem health plan. Your copay and deductible will apply. If you don't have an Anthem plan, you can pay for the session with a credit card. If you have a different health plan, you should check to find out what options are available to you.

### How old do you have to be to have your own account?

To have a LiveHealth Online MAP account, you must be 18 or older. Parents can set up appointments for their children ages 10 to 17. They will need their own coupon code for each appointment.

### How do I know if a therapist is in my plan's network?

When you log in to [livehealthonline.com](https://livehealthonline.com), the therapists you see are part of your Anthem plan's network. Make sure you select the state where you currently live for the most up-to-date list of therapists.

## The advantages of online visits:

- Save time and money on traveling to your appointments.
- Visit the therapist from the comfort and privacy of home.
- Avoid the waiting room.
- See a therapist from anywhere with an internet connection.

## How do I get started?

Call MAP at **855-686-5615** for a referral.



1 Online counseling is not appropriate for all kinds of issues. If employees are in crisis or having suicidal thoughts, it's important that you seek help immediately. Please call the National Suicide Prevention Lifeline at 800-273-TALK (800-273-8255), or 911 for help. If it's an emergency, call 911 or go to your nearest emergency room. LiveHealth Online does not offer emergency services.

2 The member must be at least 10 years old to receive counseling. Counselors using LiveHealth Online cannot prescribe medication. Appointments subject to the availability of therapist. They provide medication management support for noncontrolled substances – through an initial evaluation, followed by ongoing follow-ups for medication review.

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

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