



LiveHealth Online Psychology

Have a video visit or privately text with a psychologist or licensed therapist in just a few days

LiveHealth Online Psychology — quick, easy and private

If you're feeling stressed or anxious or you're just having a tough time, it's okay to ask for help. And with LiveHealth Online Psychology, talking to someone is easier and more convenient than ever. You can have a video visit or privately text with a psychologist or licensed therapist from your home, or wherever you have internet access. Curl up on the couch or find a quiet spot on the porch. Just download the free LiveHealth Online mobile app or visit livehealthonline.com on a computer with a webcam, to get started. It's free to sign up, and video visits and texting sessions are completely private and confidential. Most of the time, you can have a video visit or privately text with a psychologist or therapist in seven days or less.* This may be faster than waiting for an office visit.

Make an appointment that's convenient for you

1. Visit livehealthonline.com or use the mobile app to create an account or log in.
2. Select **LiveHealth Online Psychology** for a video visit. Or **LiveHealth Online Chat Therapy** for a private texting session.
3. Choose from a list of available psychologists and licensed therapists.
4. Set up a day and time for your visit.

Or you can schedule an appointment by calling **1-844-784-8409** from 7 a.m. to 11 p.m. ET or PT.

Your first visit

After you schedule your appointment, LiveHealth Online will send you an appointment confirmation. Visits usually last about 45 minutes and you'll see your cost for the session before it even starts.

LiveHealth Online Psychology can help with conditions like:

- Stress
- Anxiety
- Depression
- Relationship or family issues
- Grief
- Panic attacks
- Stress from coping with an illness
- Substance abuse

Keep in mind that psychologists and therapists using LiveHealth Online do not prescribe medications.



Answering your questions about LiveHealth Online Psychology

Q. How much does a video visit with LiveHealth Online cost?

A: Depending on your benefits, the cost may be similar to what you'd pay for an office visit. You can pay your share of the visit by using a Visa, MasterCard, Discover or American Express credit or debit card. You'll see what you owe before you start a visit. Any cost is automatically charged to your card. Your cost will be the same whether your appointment is on a weekday, weekend, evening or holiday.

Q. What is Chat Therapy?

A: Chat Therapy provides one-on-one, interactive counseling through private and secure texting sessions, for those 18 and older. You can chat with a licensed psychologist, clinical social worker, marriage and family therapist, or professional counselor. A Chat Therapy session is usually 45 minutes long and takes place in your account on livehealthonline.com or the mobile app.

Q. How do I know if a LiveHealth Online Psychology therapist or psychologist is in my health plan?

A: When you log in to your LiveHealth Online account, the doctors you see are all part of the Anthem Blue Cross network. Select your state to see the most up-to-date list.

Q. How do I set up a follow-up appointment?

A: At the end of your first visit you can schedule a follow-up with your therapist or psychologist, if both of you feel it's needed. To see a different therapist or psychologist, just go back to the provider list and set up an appointment.

Estimated timeframes to obtain services:

- Psychology Therapy visit - 4 days
- Psychology Chat Therapy - 7 days (Not all doctors are able to do Chat Therapy, so the timeframe is longer)
- Psychiatry visit - 14 days

Q. Do children under 18 need to have their own account to use LiveHealth Online Psychology or Chat Therapy?

A: Parents and guardians can include children on their LiveHealth Online account. To schedule a video visit for a child, just log in to your account and choose **LiveHealth Online Psychology for Teens**. Then select who the visit is for before scheduling an appointment. Children can't receive counseling through LiveHealth Online Chat Therapy.

Don't see your question here?

That's okay! We're ready to get you the answers you need.



Send an email to customersupport@livehealthonline.com.



Call us at 1-888-548-3432.

ACWA JPIA Member Costs (Effective 1/1/2022):

Online Psychology or Chat Therapy - 45 min sessions

- Anthem Classic or Advantage PPO - \$0
- Anthem CalCare or Value HMO - \$0
- Anthem CDHP - Before deductible: \$80 for Therapist, \$95 for Psychologist; After deductible: \$0
- Non-Anthem member - \$80 for Therapist, \$95 for Psychologist

Online Psychiatry - initial 45 min assessment/15 min follow up visits

- Anthem Classic or Advantage PPO - \$0
- Anthem CalCare or Value HMO - \$0
- Anthem CDHP - Before deductible: \$175 for initial assessment & \$75 for any follow up visits; After deductible: \$0
- Non-Anthem member - \$175 for initial assessment & \$75 for any follow up visits

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

* Appointments subject to availability of a therapist.

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