

## LiveHealth<sup>®</sup> Online

Using LiveHealth Online (LHO), when your patients can't see you, they can connect with a doctor, therapist, psychologist or psychiatrist through live video for nonemergency conditions. LHO doctors can even send prescriptions directly to your patient's pharmacy if needed.

### About LHO

- LHO is a website and mobile application that provides 24/7 access to on-demand video visits. It has an urgent care focus and provides convenient access anytime, anywhere in California (even at home!) via smartphone, tablet or computer.
- LHO connects patients with board-certified physicians supporting physical and behavioral health (BH).
- Physicians can electronically prescribe to the member's pharmacy.  
Note: Only noncontrolled substances can be prescribed.
- It is available at no cost to Medi-Cal Managed Care members with Anthem Blue Cross.

Note, LHO is not intended to, nor can it, take the place of the patient's PCP relationship and the services provided by their PCP.

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

### Did you know?



#### For members that used LHO, when asked where they would have gone:

- 5% wouldn't have gone anywhere.
- 13% would have made an office appointment.
- 18% would have gone to the emergency room.
- 24% would have gone to an urgent care center.



#### Top diagnoses of LHO medical users:

1. Other acute lower respiratory infections
2. Chronic lower respiratory diseases
3. Influenza and pneumonia
4. Soft tissue disorders
5. Arthropathies



#### Top diagnoses of LHO BH users:

1. Anxiety, dissociative, stress-related, somatoform and other nonpsychotic mental disorders
2. Mental and behavioral disorders due to psychoactive substance use
3. Schizophrenia, schizotypal, delusional and other non-mood psychotic disorders

<https://mediproviders.anthem.com/ca>

LiveHealth Online			
	Medical	Psychiatry	Psychology
Provider types	Board-certified doctors	Board-certified doctors	Licensed psychologist and therapist (master's level social workers)
Benefit offered	Medication, if clinically necessary	Medication, if clinically necessary, post-initial evaluation	
Availability	On demand (24/7/365)	Appointments available 8 a.m. to 8 p.m. across all time zones	Appointments available 7 a.m. to 11 p.m.
Visit length	10 minutes	<ul style="list-style-type: none"> <li>30 to 45 minutes for initial evaluation</li> <li>15 minutes for follow-up sessions (if needed for medication review)</li> </ul>	45 minutes
Average wait time	About 10 minutes	14 days or less	4 days or less
Age served	No age limit, doctor determines if the patient can be treated virtually or not.	18 years or older	10 years or older
Value	<ul style="list-style-type: none"> <li>Convenient access to care at home.</li> <li>Prevents time consuming emergency room visits for nonemergent conditions.</li> </ul>	Significantly increased access to behavioral health providers at home.	

It is important to note that LHO does not provide preventive or ongoing medical care, lab orders, access to specialist care, or direct access to translation services other than Spanish.

**Members should make an appointment with their PCP as a first choice for nonemergency care.**

For more information, reach out to your Anthem representative.