

# Kiosk Program Reference Guide

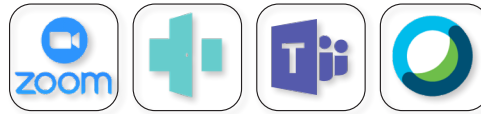


This guide provides information on accessing available kiosk applications, troubleshooting, and best practices.

Anthem Blue Cross (Anthem) continues to innovate and develop new technologies to connect healthcare providers with the tools they need to deliver high-quality care to our members; therefore, applications may change or be added to support our growing Telehealth Program.

If any issues arise with the kiosk, contact your assigned Anthem representative or email [CATelehealthPrograms@anthem.com](mailto:CATelehealthPrograms@anthem.com).

## Video conferencing apps



Zoom, Doxy.me, Microsoft® Teams, and WebEx are video-conferencing platforms that allow you to connect with patients in Specialty, Homeless, and Homebound Telehealth Programs.



## Best practices

- Keep the iPad connected to a Wi-Fi network at all times.
- When the kiosk is not in use, do not power it down; keep the kiosk charged.

## FAQ







### Can I use the kiosk and its services with all of my patients?

Yes, the Kiosk Program is available for use with all your patients (not just Anthem members) and can help address access barriers.

### My device is out of compliance; what do I do?

Contact your assigned Anthem representative and provide them with the iPad serial number.

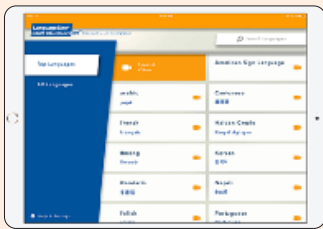
## Additional kiosk uses

- The iPad is detachable from the stand, so you can **allow clinicians to take the iPads home or use the kiosk as a main telehealth screen to see patients**, freeing up their main laptop or workstation for charting in the clinic. 
- **Put iPads in exam rooms** to let clinicians see patients on their laptops from a different room in the same clinic, a totally different clinic (i.e., low volume day), or from home. 
- **Give iPads to field staff doing any at-home visits** and have them connect it to their work or personal phone's hot spot for Zoom visits with doctors (or even interpretation services). 
- **Site-to-site telehealth** – doctors at low-volume clinics can virtually see patients at high-volume clinics. 
- **Use iPads to teach patients how to register for LiveHealth Online\*** and schedule behavioral health visits if they need overflow coverage (psychiatry and therapy). 
- **Use the Safari browser to show other resources to patients**; for example: 
  - <https://anthembc.auntbertha.com/> for food, jobs, housing, and legal aid
  - Clinic patient portals
  - Anthem provider/patient portal

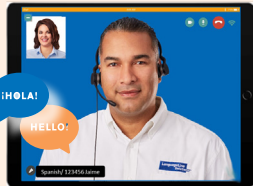


## LanguageLine InSight

The LanguageLine\* application provides one-touch, secure access to medically certified interpreters who can provide translation services during patient appointments.



- On-demand video interpretation is offered in 40 of the most-used languages, including American Sign Language (ASL).



- Audio-only interpretation is available 24/7 in more than 240 languages.

\* LiveHealth Online is the trade name of Health Management Corporation, an independent company, providing telehealth services on behalf of Anthem Blue Cross. LanguageLine is an independent company providing interpreter services on behalf of Anthem Blue Cross.

## To connect with an interpreter

- Tap on the **InSight icon** to launch the app.
- Search for the needed language using the *Top Languages* or *All Languages* tabs, or search by language or country name using the search bar.
- Once located, tap on the needed language.
- Next, an option for video or audio-only interpretation will appear; select the desired method.

*Note: To ensure the patient focuses on the clinician, audio interpretation is preferred (when appropriate).*

- Then, tap again to connect to an interpreter.
- A *Member Detail Form* will appear after you select your language and modality. Select your patient's plan from the dropdown menu. If your patient is covered by Anthem, you will be asked to enter additional member details.

- Enter the patient's 12-digit Member ID # (including the 3-digit prefix). Example: XDJ12345678G
- Enter the patient's Date of Birth (MM/DD/YYYY).
- Select **Check Eligibility**.

Health Plan Provider	
Anthem Blue Cross - CA	
Member ID	Anthem Blue Cross
	Molina
Date of Birth	No Insurance / Other Health Plan
	Health Net
<b>Check Eligibility</b>	

- Successful validation of a patient's health plan will display on screen. Select **Proceed with Interpretation** to connect to the next available interpreter.

*Please note, if member details are incorrect or cannot be validated, an error message will appear. Follow the prompts to proceed with interpretation (without validation) or re-enter member details.*

Anthem Blue Cross		Med-Cal Program	
JOHN DOE	MEMBER ID	NETWORK NAME	NAME
XDJ000000000	0000000000	ADDRESS	CITY, CA 90000
Group No.	181473000T	Member Effective Date	01/01/99
BIN	003858	Plan Code	040
PCN	AA	POP Effective Date	01/01/9999
RdGRP	WZCA	Primary Language	ENGLISH
Coverage Code	SS56A		

*Note: Los Angeles County members have slightly different member ID cards than non-Los Angeles County members.*

## LanguageLine interpretation services while using telehealth

To connect with an interpreter, follow the steps below:

- While connected with your patient through video conferencing, invite a new participant to the call.



- Select the **Invite by Phone** option.



- Enter the dedicated LanguageLine phone number.
  - If prompted for a name for the new participant, enter **Interpreter**.



- Once a connection is made, follow the voice prompts to select a language and connect to an interpreter.

For 24/7 technical support, contact LanguageLine directly at **844-373-1951**.

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

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