

How to use LiveHealth Online on your computer and mobile device



How to access LiveHealth Online on your computer

You can access LiveHealth Online using a computer with a webcam. Simply visit livehealthonline.com to get started.

What you need

To enjoy the best experience on LiveHealth Online, make sure you have:

- High-speed Internet access
- A bandwidth of 500 kbps (1 Mb/s is best)
- A webcam or built-in camera
- Audio capability

Browser

Next, make sure you are using the right browser. LiveHealth Online works on:

- **Google Chrome** (latest version recommended; one version prior supported). Visit: <http://www.google.com/chrome>
- **Mozilla Firefox*** (latest version recommended; one version prior supported). Visit: <https://www.mozilla.org/en-US/firefox/new/>
- **Microsoft Internet Explorer** (PC ONLY: minimum v9.0; maximum v11). Visit: <http://windows.microsoft.com/en-us/internet-explorer/download-ie>
- **Safari** (Mac ONLY: latest version recommended; one version prior supported). Visit: <https://support.apple.com/downloads/safari>

Also, in your settings, turn on:

- JavaScript
- Cookies

Software

Before your visit, make sure you have the right software, too. LiveHealth Online works on:

- Windows (XP, Vista, 7 and 8)
- Macintosh OS X (10.6 or later)

Linux OS (including Chromebook devices) are not supported. Finally, you will need:

- **Adobe Flash Plug-in** (10.1 or later)
Visit <https://get.adobe.com/flashplayer/>
- **Adobe Reader** (7 or later) Visit <https://get.adobe.com/reader/>

Firefox users must have the latest version of flash installed.

To get started

Once you have everything you need, close all other programs, such as:

- WebEx
- Skype
- GoToMeeting

These programs can interfere with LiveHealth Online.

Next, it's easy to start talking to a doctor:

- Go to livehealthonline.com.
- 1. Select **Sign Up** if you don't have an account.
- 2. Select **Login** if you do have an account.
- 3. Search for a doctor in your area.
- 4. Fill out information about yourself and your health issue.



How to access LiveHealth Online on your mobile device

You can access LiveHealth Online from your Android or iOS mobile device using the native app. Simply visit Google Play™ or the Apple StoreSM to locate the app for your service. Download the app and follow the instructions to get started! LiveHealth Online is not currently available using the Web browser on your mobile device.

Device requirements

To use your mobile device, ensure that your device meets the requirements below:

- Online Care app installed (see above)
- To support two-way video visits, your device must have a front-facing camera
- Operating System — **iOS (v7.0 or later required):**
 - iPhone 4S or later
 - iPad 2 or later, iPad Mini or iPad Air
 - iPod Touch fifth generation
- Operating System — **Android (Gingerbread v2.3.3 or above):**
 - Android phone
 - Android tablet
 - Not supported: HTC myTouch and PantechP9070

Where to go for help

Call the Customer Support Call Center
24/7 at 1-855-603-7985 whenever
you need help.

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.

Anthem Blue Cross and Blue Shield is the trade name of: In Colorado: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. In Connecticut: Anthem Health Plans, Inc. In Indiana: Anthem Insurance Companies, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE[®] Managed Care, Inc. (RIT), Healthy Alliance[®] Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc., dba HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc.; HMO plans administered by Anthem Health Plans of New Hampshire, Inc. and underwritten by Matthew Thornton Health Plan, Inc. In Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield in Virginia, and its service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI), which underwrites or administers the PPO and indemnity policies; Compcare Health Services Insurance Corporation (Compcare), which underwrites or administers the HMO policies; and Compcare and BCBSWI collectively, which underwrite or administer the PDS policies. Independent licensees of the Blue Cross and Blue Shield Association. ANTHEM is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross and Blue Shield names and symbols are registered marks of the Blue Cross and Blue Shield Association.