

# LiveHealth Online

Doctors 24/7 at no cost to you – sign up today!

Using LiveHealth Online, Anthem Blue Cross Medi-Cal members can visit with a doctor, therapist, psychologist or psychiatrist through live video from a smartphone, tablet or computer.

When you can't see your own doctor, use LiveHealth Online for non-emergency conditions like the flu, fevers, diabetes and pinkeye. Doctors can even send prescriptions directly to your pharmacy if needed.\*



**Sign up in minutes.** Just follow these easy steps:



**1. Download** the free **LiveHealth Online** mobile app or go to [livehealthonline.com](http://livehealthonline.com).

**2. Choose Sign Up** to create your LiveHealth Online Account.\*

\*You must be 18 or older to have your own account. A parent or guardian can add a child dependent to their account during the registration process or once they've logged in.

**3. Enter** your profile information. **Here are some tips to help you fill this part out:**

- **Current location:** Choose California.
- **Password:** Don't forget the password you create. You won't be asked to confirm your password.
- **Service key:** Leave blank.
- **Health plan:** Select Anthem Blue Cross Medi-Cal.
- **Insurance ID:** Enter the ID from your Anthem Blue Cross member ID card.

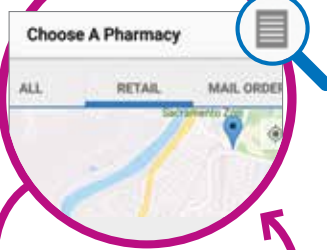
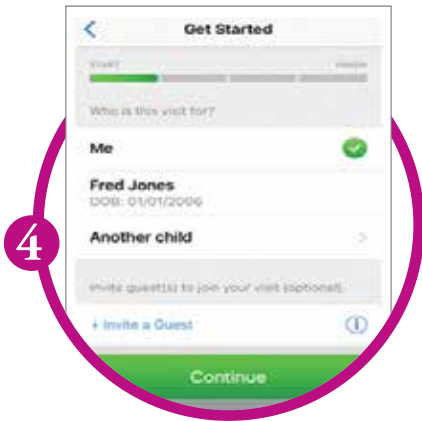
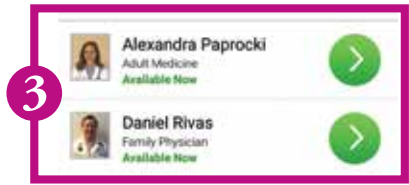
**4. Tap Continue** and you're in!

**Help for Wildfires**  
Medical

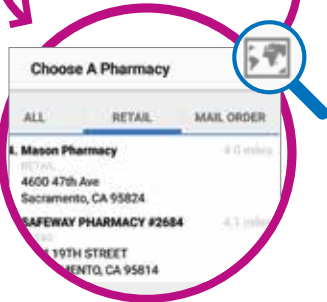
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LiveHealth Online is the trade name of Health Management Corporation, a separate company providing telehealth services on behalf of Anthem.

# Visiting with a doctor using LiveHealth Online is easy! Here's how:



Tap the list icon in the upper right corner to see a list of pharmacies near you.



Or you can search for one using the map view.

1. Log in to LiveHealth Online using your username (email) and password.
2. Choose **LiveHealth Online Medical**
3. Pick a doctor who's right for you!
4. Select who the visit is for – example: your child. You can also invite a guest to your visit.
5. Share the reason for your visit.
6. Answer a few questions about your medical history – this information is kept private and only shared with the doctor you see through LiveHealth Online.
7. Find a pharmacy near you that works with our plan in case a prescription\* is needed.  
**Make sure the pharmacy you pick is in our plan.** If you're not sure, call the Customer Care Center number on your member ID card or use the Provider Search tool at [www.anthem.com/ca/medi-cal](http://www.anthem.com/ca/medi-cal).  
**Enter** your location (your city or ZIP code) and tap **Find Pharmacy**.
8. Review your insurance (health plan) information and make sure it's right.
9. Tap the **Continue** button to be placed into a virtual waiting room until your visit begins.

## Need help using LiveHealth Online?

Call 1-888-LiveHealth (TTY 711).

Don't wait until your next sick day.

Sign up today!