No waiting room, no need to leave home

Use LiveHealth online for a private video visit with an EAP counselor.

It’s quick, easy and private
Use your Employee Assistance Program (EAP) to meet with a counselor

Talk with a counselor from your home or wherever you have Internet access and privacy.
Counselors on LiveHealth Online can help you with...

- Stress
- Depression
- Anxiety
- Grief
- Panic attacks
- Substance use
- Family and relationships
- Coping with illness
- Parenting
Requesting a video visit is EASY

Here’s what you need to do.

Call the EAP at 800-647-9151. Request video counseling visits using LiveHealth Online.

Check your email for a secure message from the EAP with instructions on how to register and a special coupon code to zero out the fee for your 3 no cost video visits.

Go to livehealthonline.com to sign up or login if you’ve already registered.
Add EAP to your service menu by selecting “Add Service Key”

When “Add Service Key” opens insert “EAP”
EAP will appear in “My Services.” You’re ready to schedule our appointment.

If you prefer to schedule by phone, call 1-888-LiveHealth (1-888-548-3432).
Choose an appointment by provider or date
Choose a counselor by the date

Schedule an Appointment

Choose by Date

November 2019

December 2019

Tuesday, November 12, 2019

Jane Doe

Profile

Cost: $80.00

be covered by your insurance or employer

7:30 PM
Schedule a counseling visit by choosing your preferred provider

Select a provider to view the profile. Select “Schedule Appt” for your preferred provider.
Schedule your appointment

Jane Doe
Therapist

Schedule Appointment

Visit Cost: $80.00 may be covered by your insurance or employer

Tuesday, November 5, 2019

4:00 PM  5:00 PM  6:00 PM
When you select an appointment time and date

Schedule Appointment

Tuesday, November 5, 2019 at 6:00 PM EST with Jane Doe, Therapist

Who is this visit for?
- Myself
- My child

Where can this provider call you for follow-up, if needed?

[Contact information fields]

Back  Continue
Your Appointment Is Scheduled

Thank You

Check your email
Your appointment has been scheduled. We have sent a confirmation email to jane.doe@internet.com
A cost will appear for your visit. When you select “Get Started” just before your appointment you will enter the coupon code sent to you by the EAP. This will zero the fee for the visit. You will use the same code for all 3 of your video visits.

You have the option to cancel your visit if needed.
Test Your Video

Have questions? Call **1-888-LiveHealth (1-888-548-3432)**
Zero out the fee for your visit using the coupon code provided by the EAP

Enter or verify your insurance information. If you don’t have insurance select that option.

And payment information

*IMPORTANT
Enter EAP coupon code. Fee will change to $0.00
A few things to keep in mind...

- Video visits are not appropriate for all issues. The EAP Representative will let you know if your issue qualifies for LHO EAP.
- EAP counselors do not prescribe medication.
- You must enter the EAP coupon code to zero out the fee for your LHO visit.
- You may use your computer, a smartphone or tablet for your visit provided audio/visual is available. Be sure to test your device prior to your first appointment.
- Members must be at least 10 years old to participate in LHO visits.
- When the 3 EAP video visits are completed you may continue to see the same provider using LHO Psychology under your medical plan if you have coverage. Deductibles and copays will apply.
- You will receive a reminder email prior to your visit.
Why consider LiveHealth Online video visits?

- You won’t have to sit in a provider’s office waiting to be seen.
- Chances are you’ll be seen sooner than waiting for a face-to-face office visit.
- There is no need to travel during inclement weather and you’ll save on travel time too.
- You can be seen for your visit in the comfort of your own home or anywhere there is intranet and privacy.
- It’s easy and convenient!
Questions?

Call Anthem EAP at 800-647-9151

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