

# LiveHealth Online goes where you go

Access LiveHealth Online via smart phone, tablet or computer

The LiveHealth Online app is available on both iOS and Android



# LiveHealth Online Medical

- Live, on-demand video doctor visits 24x7/365
- Accessible by smartphone, tablet or computer
- Cost is less than or equal to your office visit
- Available in all states with an average wait time of 10 minutes
- Choice of board certified, Anthem network doctors
- Secure and private, HIPAA compliant video visit
- E-prescribing to your pharmacy of choice\*
- Available to Anthem members and non-members

\*Only non-controlled substances can be prescribed via video doctor visits



# Commonly Treated Medical Conditions

- Abrasions, minor wounds
- Acne
- Anxiety
- Asthma
- Allergies/allergic rhinitis
- Back pain
- Cough/Cold
- Depression
- Diabetes/hypoglycemia
- Diarrhea
- Ear pain
- Fever
- Headache/migraine
- Hypertension
- Incontinence
- Incontinence
- Influenza/flu
- Insomnia
- Nausea/Vomiting
- Obesity
- Pinkeye and other eye infections
- Rashes/skin disturbances
- Sinus infection
- Smoking cessation
- Sore throat/pharyngitis
- Sprains and strains
- Urinary tract infection



Access

# LiveHealth Online Medical – Quick and easy access to doctors



## Meet Karen (3 Children)

Three children are sleeping and one wakes up in the middle of the night crying with a fever and a bad cold. Husband is out of town. She wants to talk to a doctor but it's 2 am. What should she do?



### Emergency Room

Time: 3+ Hours Cost: \$1,636

Impact: Time spent driving and waiting to be seen. Had to wake up the other children. Had to take off the following day of work.



### Urgent Care Center

Time: 2+ Hours Cost: \$147

Impact: Time spent driving and waiting to be seen. Had to wake up the other children. Tired and dragging the next day at work.



### LiveHealth Online

Time: 10 min or less wait Cost: \$49 or less

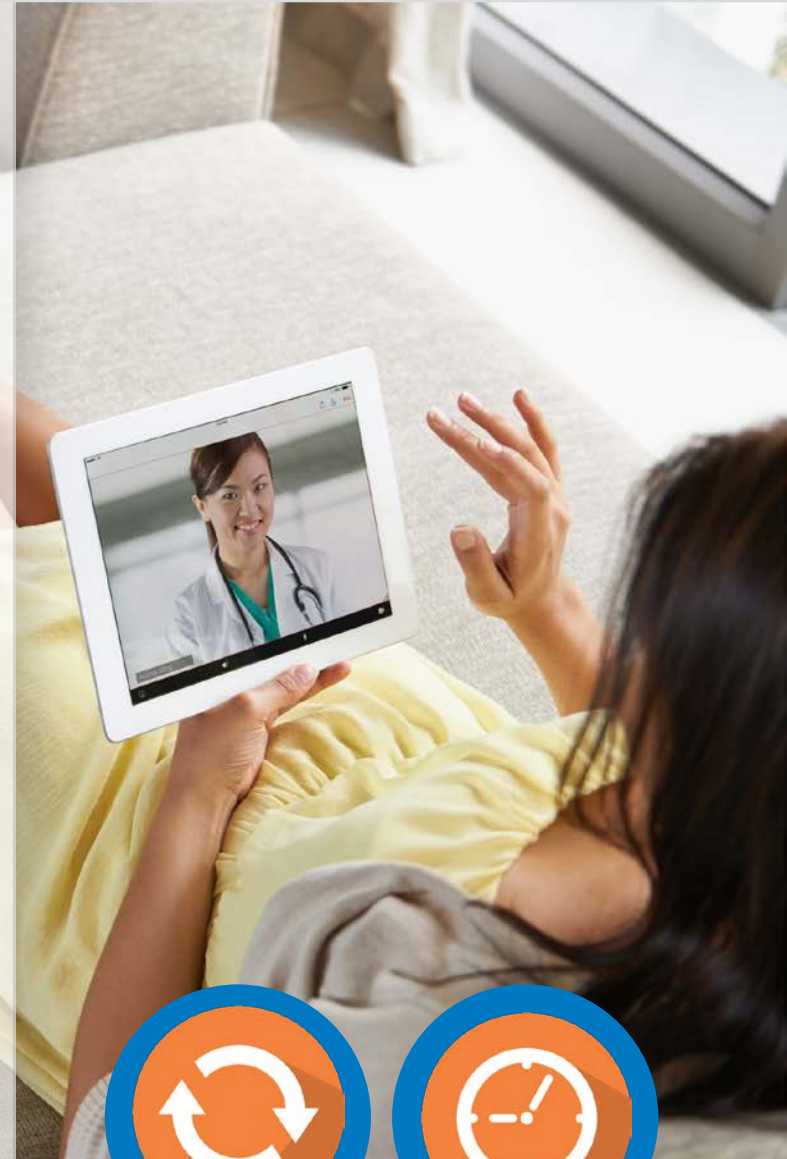
Impact: No driving, no appointments, no long waits. No time off from work. Child feels better faster!

National average allowed amounts; 2016 claims data based on Local Group and Individual, Non Refunding Members only, for LiveHealth Online fully treatable diagnosis codes in Anthem's 14 Blue states

# Video visits with Spanish speaking doctors

## Cuidado Médico on LiveHealth Online:

- Scheduled visits between 7am-11pm, 7 days a week
- Same day appointments, in most states
- Connect via the LiveHealth Online mobile app
- Video visit provides access to in network, board certified Spanish speaking doctors
- Secure, convenient and easy-to-use
- Prescriptions sent directly to the pharmacy of members choice
- Accepts payments via Visa, MasterCard, American Express and Discover



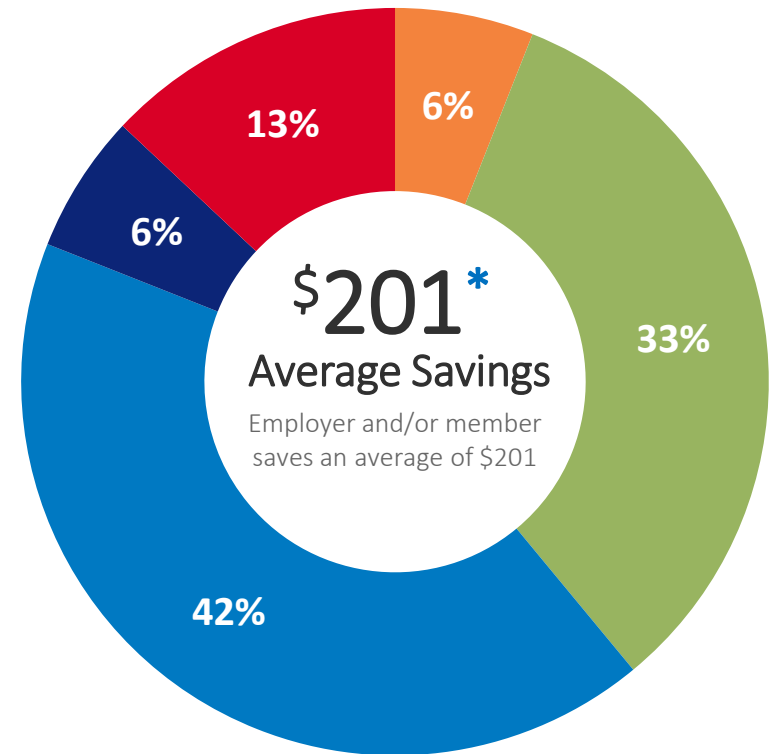
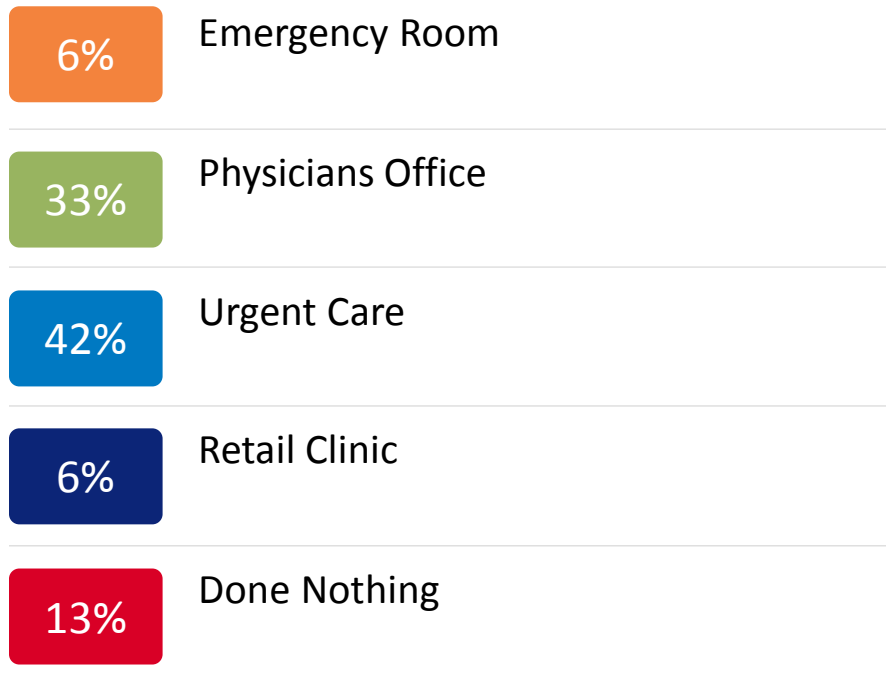
Access



Convenience

# Measureable cost of care savings

Patients reported they would have used the following, if not for LiveHealth Online:



Results based on internal LiveHealth Online study during 2014 and Q1 of 2015.  
\*This assumes that patients who do nothing would not eventually need additional care, that patients would use the care they say they would, and that care would follow patterns described previously.

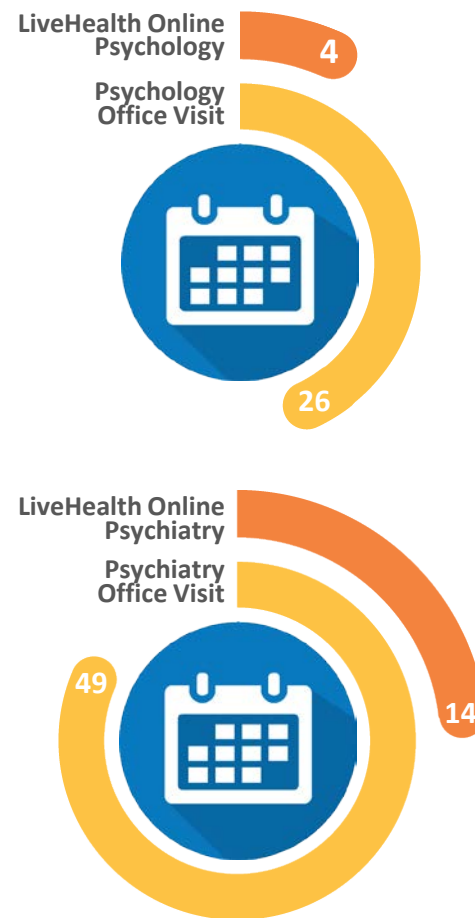
\*per episode (including follow-up) for the most commonly treated conditions. Costs include medical and pharmacy claims.

# LiveHealth Online Psychology and Psychiatry

- Video visits with in-network licensed Psychologists, Therapists and board certified Psychiatrists
- Continuity of care between online visit practices allow doctors and therapists to refer members if additional support is needed
- Similar to the cost of an office therapy visit.
- Self-scheduled appointments, 7 days a week
- Private, easy to access and convenient
- Available in 50 states
- Access via smart phone, tablet or computer

\*<https://www.naminh.org/sites/default/files/Summary%20Report%204%2028%2014%20Waiting%20for%20Help%20FINAL2.pdf>

## Days Before First Visit\*



# Commonly Treated Behavioral Health Conditions

- Stress
- Anxiety
- Depression
- Relationship troubles
- Parenting issues
- Grief
- Panic attacks
- Coping with an illness
- Bipolar Disorder
- Obsessive Compulsive Disorder
- Post-Traumatic Stress Disorder



Access

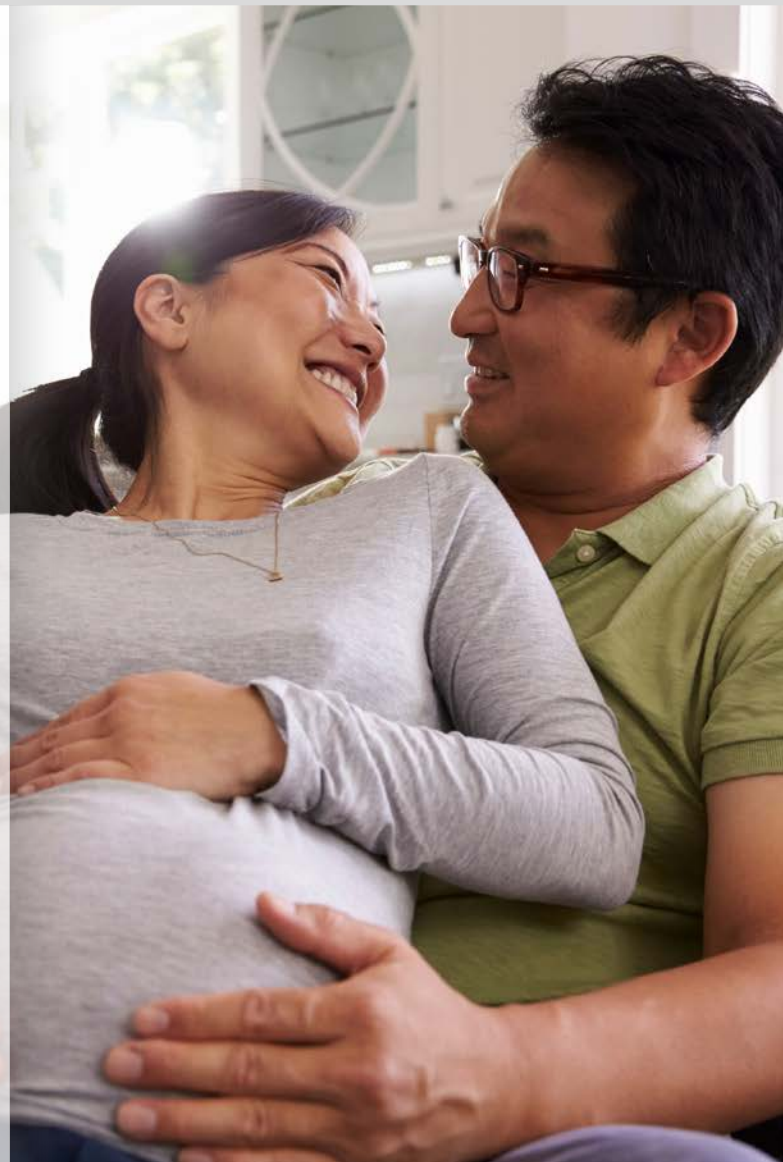


Convenience



# Breastfeeding Support on LiveHealth Online

- Live video visits with a lactation consultant or registered dietitian for personalized postpartum nutrition and lactation support
- Education and guidance on:
  - Breastfeeding
  - Formula feeding
  - Nutrition while breastfeeding
  - Introducing solids to your baby
  - Weight loss after delivery
  - Stress management
- Holistic approach – easy transfer to another health professional such as a board-certified doctor or licensed therapist.



**LiveHealth Online** makes it easy for consumers to access the care they need when they need it most.

