

# OPERATING ENGINEERS TRUST FUNDS

I.U.O.E. LOCAL 12 HEALTH & WELFARE / PENSION / VACATION / TRAINING

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## Visit with a PPO Doctor 24/7 Without Leaving Your Home By Using LiveHealth Online

LiveHealth Online is a program available to eligible **all** PPO Plan enrollees (**including members with Medicare**) that allows you to visit with a doctor online 24 hours a day, 7 days a week, and 365 days a year **with no deductible or copayment**. It is available anywhere you have a computer or mobile device with internet access. This means you have immediate access to an Anthem Blue Cross network, board-certified doctor via webcam, chat or voice, at no cost to you without having to wait for an appointment or going to an Urgent Care Center or Hospital Emergency Room. LiveHealth Online doctors can prescribe medications using local pharmacies convenient to you.

LiveHealth Online is convenient, easy to use and secure. Simply log onto [www.livehealth.com](http://www.livehealth.com) and follow the registration instructions. You will need your OEID number (found on your Anthem Blue Cross ID Card). You can then choose a doctor and begin your consultation.

LiveHealth Online does **not** include:

- Office visit appointment requests or changes
- Billing, coverage or payment questions
- Requests for referrals to other physicians or healthcare practitioners
- Benefit precertification's
- Consultations between physicians
- Consultations provided by telephone, electronic mail, or FAX

*Use LiveHealth Online for common health concerns like colds, the flu, fevers, rashes, infections, allergies and more! It's faster, easier and more convenient than a visit to an urgent care center.*

## Frequently asked questions

### What is LiveHealth Online?

With LiveHealth Online, you have a doctor by your side 24/7. LiveHealth Online lets you talk face-to-face with a doctor through your mobile device or a computer with a webcam. No appointments, no driving and no waiting at an urgent care center. Use LiveHealth Online for common health concerns like colds, the flu, fevers, rashes, infections, allergies and more! It's faster, easier and more convenient than a visit to an urgent care center. LiveHealth Online doctors can prescribe medications to be picked up at a local pharmacy convenient to you. Please note that LiveHealth Online doctors are not able to prescribe controlled substances or lifestyle drugs.

### Why would I use LiveHealth Online instead of going to visit my doctor in person?

LiveHealth Online is not meant to replace your primary care physician. LiveHealth Online connects you with a board-certified doctor in just a couple of minutes. Plus, you can get a LiveHealth Online visit summary from the *MyHealth* tab to print, email or fax to your primary doctor. LiveHealth Online should not be used for emergency care. If you experience a medical emergency, call **911** immediately.

### Is there a LiveHealth Online app that I can download to my smartphone?

Yes, to use a mobile device, search for LiveHealth Online in the App Store® or on Google Play™.

### How does LiveHealth Online work?

When you need to see a doctor, simply go to **livehealthonline.com** or access the LiveHealth Online mobile app. Select the state you are located in and answer a few questions. Establishing an account allows you to securely store your personal and health information. Plus, you can easily connect with doctors in the future, share your health history and schedule online visits at times that fit your schedule. Once connected, you can talk and interact with the doctor as if you were in a private exam room.

### How long does a LiveHealth Online session with a doctor usually last?

A typical LiveHealth Online session lasts about 10 minutes.

### How do I pay for a LiveHealth Online session?

LiveHealth Online requires payment information only to complete your registration and accepts Paypal, American Express, Visa, MasterCard and Discover cards. The Fund will cover these visits at 100% for eligible members and their dependents and your credit card will not be charged. Keep in mind that charges for prescriptions aren't included in the cost of your doctor visit.

### Can I get online care from a doctor if I'm traveling or in another state?

Yes, just make sure to select the state you're in under My Location and you'll only see doctors licensed to treat you in that state. Don't forget to change your state back when you get home.

### Do I have what I need to access doctors through LiveHealth Online?

You will need a mobile phone, notebook pad, laptop or PC with high-speed internet access, a webcam or built-in camera with audio capability. To learn what computer hardware and software you need, go to [livehealthonline.com](http://livehealthonline.com) and select Frequently Asked Questions under the How it Works tab. You can also download the LiveHealth Online app to any Apple or Android based mobile device.

### Who do I get in touch with if I still have questions?

You can email, [customersupport@livehealthonline.com](mailto:customersupport@livehealthonline.com) or call toll free at 1-888-548-3432 or 1-855-603-7985. You can also call the Fund Office Member Services department at 866-400-5200.

If you send an email, please be sure to include your name, your email address and a phone number where you can be reached.