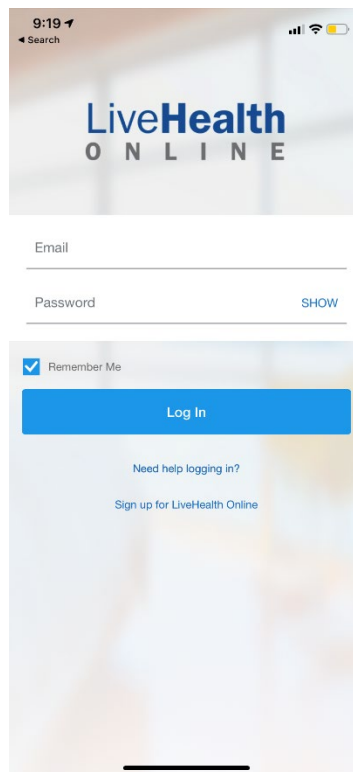


Anthem | STUDENT ADVANTAGE

CALTECH LiveHealth Online – step by step instructions with screen shots for campus use.

With LiveHealth Online, CALTECH students can speak face-to-face with a board-certified doctor, psychologist or psychiatrists from wherever they are using a smartphone, tablet or computer with a webcam. Below are instructions and screen shots on how to register and use the service.

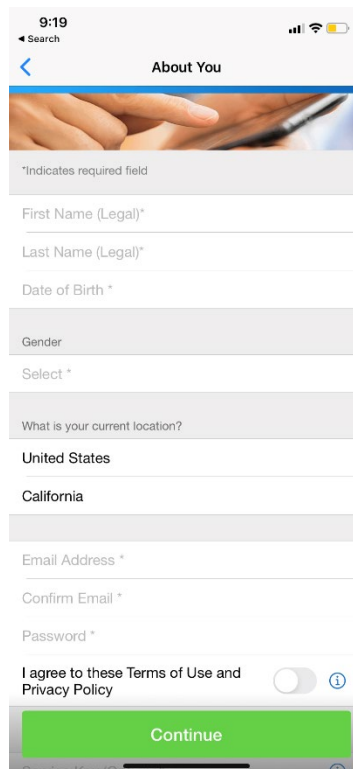
- 1) Download and open the Livehealth Online application from the AppleStore or GooglePlay. Once opened, click on ‘Sign Up for Livehealth Online’.



2) After clicking the sign up page, input your information, and the next step will ask for your current location, date of birth and male/female

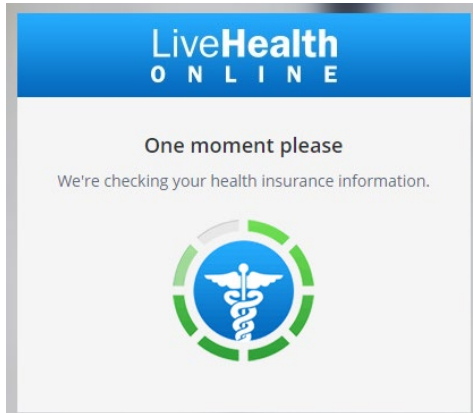
If you have CALTECH, click 'yes' to having health insurance and select 'Anthem Blue Cross (CA)' and input your Anthem Health Care ID number (you can locate this from your ID card found on the Student Application”

If you don't have CALTECH, you can still input your other carrier information (i.e. parents plan) to see if you qualify.

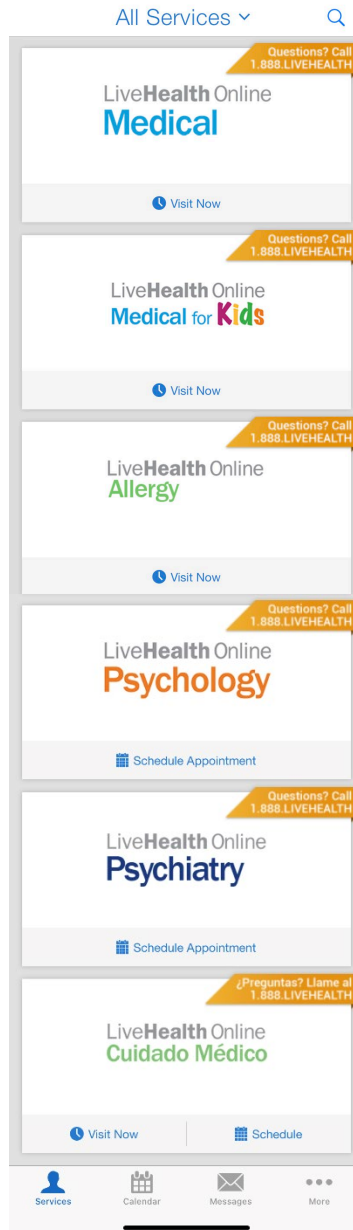


The screenshot shows a mobile application interface for the 'About You' sign-up page. At the top, the time is 9:19 and there are icons for search, signal strength, Wi-Fi, and battery. Below the title 'About You' is a header image of hands holding a pen. A note states '*Indicates required field'. The form includes the following fields: 'First Name (Legal)*', 'Last Name (Legal)*', 'Date of Birth *', 'Gender' (with a 'Select *' dropdown), 'What is your current location?' (with a dropdown menu showing 'United States' and 'California'), 'Email Address *', 'Confirm Email *', and 'Password *'. At the bottom, there is a toggle switch for 'I agree to these Terms of Use and Privacy Policy' and a green 'Continue' button.

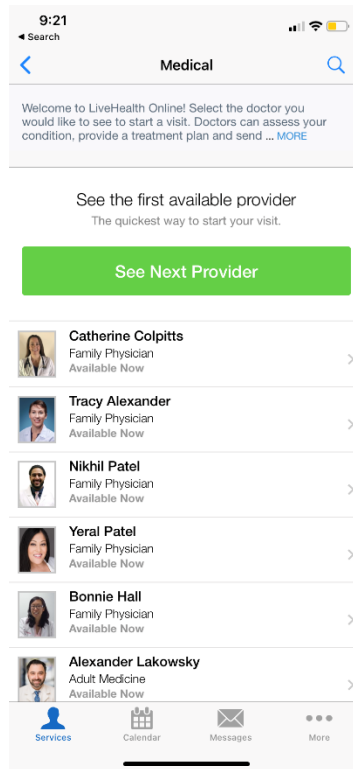
3) The system will check your eligibility



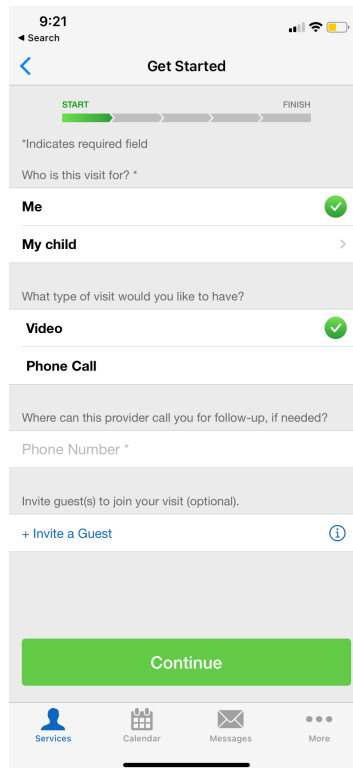
- 4) Once you create your account, you will be taken to the home page in which you can select the different practices on LiveHealth Online (please note – the below screen shot is the default)



5) Once you have selected the service you want to use, you will be taken to the provider / date selection




- 6) Once you find a provider and a date that works for you, you will be brought into scheduling the appointment. Please input your phone number for the provider to reach out for follow up care, if needed. Also you can select a video or phone call visit.



The screenshot shows a mobile application interface for scheduling an appointment. At the top, the time is 9:21 and the status bar shows signal, Wi-Fi, and battery. The screen title is "Get Started" with a search icon and a back arrow. Below the title is a progress bar with "START" and "FINISH" markers. A note states "*Indicates required field". The first question is "Who is this visit for? *". The "Me" option is selected with a green checkmark, and "My child" is also visible with a right arrow. The second question is "What type of visit would you like to have?". The "Video" option is selected with a green checkmark, and "Phone Call" is also visible. The third question is "Where can this provider call you for follow-up, if needed?". Below this is a "Phone Number *" input field. The next question is "Invite guest(s) to join your visit (optional).", with a "+ Invite a Guest" link and an information icon. At the bottom of the form is a large green "Continue" button. The bottom navigation bar includes icons for "Services", "Calendar", "Messages", and "More".

- 7) Once you input your information – you will confirm your appointment (for Behavioral Health visits)


Appointment Details



Rafi James
Therapist
8:00 AM PDT
Wednesday, October 23, 2019

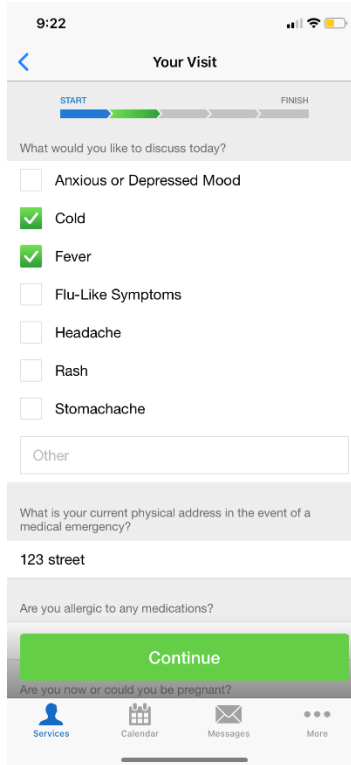
If you prefer to schedule by phone, call 1-888-LiveHealth (1-888-548-3432).

For assistance, call 1-888-LiveHealth (1-888-548-3432) © 2018 Health Management Corporation. All rights reserved. © 2007-2018 American Well Corporation. All rights reserved. CPT copyright 2017 American Medical Association. All rights reserved.
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You must log out before leaving this website. 

- 8) Once it is your appointment time, you will be asked to log into the site for your appointment. Please check your email or log in during the time of your appointment

9) From there, you will be asked why you are seeing the provider along with reviewing the terms of service.



9:22

9:22

< Your Visit

START FINISH

What would you like to discuss today?

Anxious or Depressed Mood

Cold

Fever

Flu-Like Symptoms

Headache

Rash

Stomachache

Other

What is your current physical address in the event of a medical emergency?

123 street

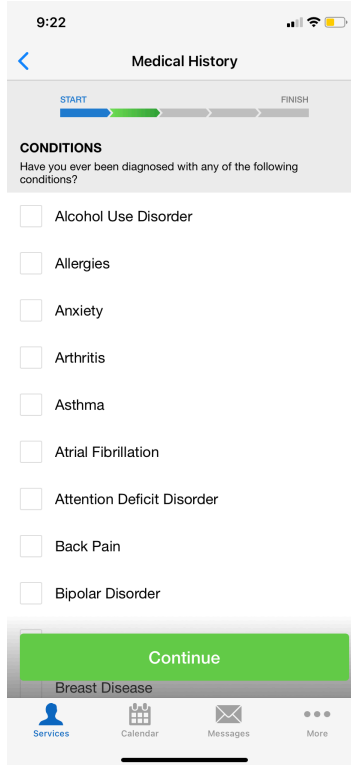
Are you allergic to any medications?

Continue

Are you now or could you be pregnant?

Services Calendar Messages More

10) Input any medical history that you find appropriate. This will help the doctor review your records prior to seeing you



9:22

Medical History

START FINISH

CONDITIONS
Have you ever been diagnosed with any of the following conditions?

- Alcohol Use Disorder
- Allergies
- Anxiety
- Arthritis
- Asthma
- Atrial Fibrillation
- Attention Deficit Disorder
- Back Pain
- Bipolar Disorder

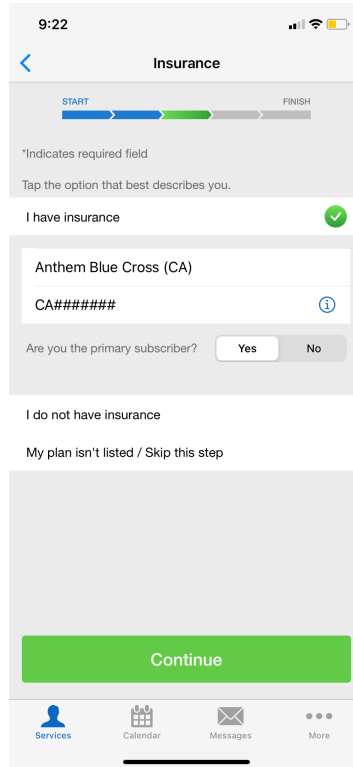
Continue

Breast Disease

Services Calendar Messages More

11) Select the pharmacy that is close to your location (if appropriate)

12) You will be asked again to review and confirm your health care coverage



9:22

Insurance

START FINISH

*Indicates required field
Tap the option that best describes you.

I have insurance

Anthem Blue Cross (CA)

CA##### ⓘ

Are you the primary subscriber? Yes No

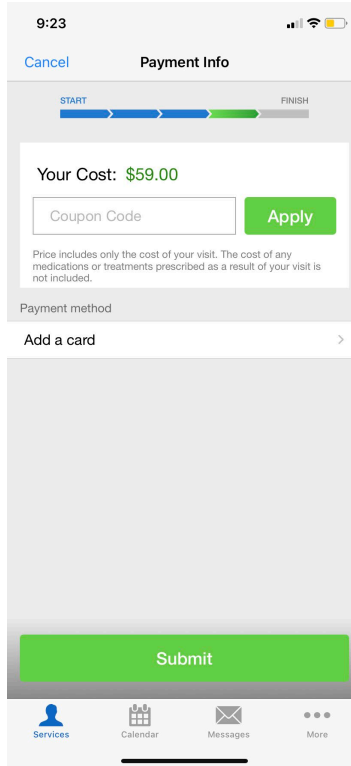
I do not have insurance

My plan isn't listed / Skip this step

Continue

Services Calendar Messages More

13) The system will check your eligibility and then show your responsibility. If you have a coupon code from your school, please insert it here



9:23

Cancel Payment Info

START FINISH

Your Cost: \$59.00

Coupon Code

Price includes only the cost of your visit. The cost of any medications or treatments prescribed as a result of your visit is not included.

Payment method

Add a card >

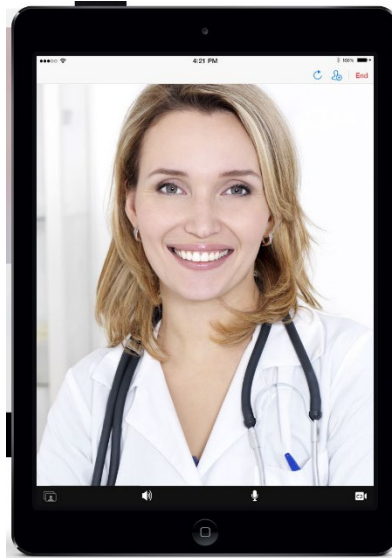
Submit

Services Calendar Messages More

** Please Note - If you are enrolled in the CALTECH plan, you will be responsible for your copay. The amount of the copay will vary depending upon campus – please see your benefit booklet.*

Anthem | STUDENT ADVANTAGE

14) You will be connected with a provider to treat you via phone, tablet or computer with a webcam



Once you have completed your visit you will be asked a short questionnaire about your experience. Please make sure to fill it out. If you need access to your medical visit to share with the Student Health Center, you will find this under My Records > Previous Visits. You will be able to share that with your Student Health Center or other providers.