



Answers to common questions about video visits with a doctor

It's quick, easy and private

When you're feeling sick or allergies are bothering you, see a doctor online on LiveHealth Online. Virtual visits are available 24/7, anywhere.

Having a visit is easy

For your first visit, go to LiveHealthOnline.com or download the LiveHealth Online mobile app.

Online: Visit LiveHealthOnline.com and sign up or log in. Once you've logged in, select Urgent Care. Next, a list of medical practices that suites your needs best.

Mobile app: Download the free LiveHealth Online mobile app and then sign up or log in. Once you've logged in, choose Urgent Care. Next, choose from a list of medical practices that suites your needs best.

Your first visit

You'll see your cost before the visit starts — depending on your coverage, the cost may be the same as what you would pay for an office visit, considering your benefits, copay or coinsurance. You can pay your share of the visit using a Visa, MasterCard, Discover or American Express credit or debit card.

What you need to know:

Now, you can see board-certified doctor from home or on the go. All you need is a smartphone, laptop, or tablet and WIFI. Just download the free LiveHealth Online app on your mobile device or visit LiveHealthOnline.com.

In case you have questions about having therapy visits on LiveHealth Online, here are some frequently asked questions (FAQ) and answers.

Q. What is an online doctor visit?

A: LiveHealth Online is an affordable, convenient way to resolve routine medical conditions. LiveHealth Online makes it possible to see a doctor face-to-face, without having to leave home, on your smartphone, computer, or telephone. With video, providers can look, listen, and engage with you to diagnose health concerns and provide you with an effective treatment plan.

Q. How long is a typical online doctor visit on LiveHealth Online?

A: A typical online doctor visit on LiveHealth Online is 10 minutes – the amount of time needed to handle most medical issues.

Q. Do I need to create an account to see a doctor on LiveHealth Online?

A: Yes, you do need to create an account before you can speak to a doctor on LiveHealth Online. The account creation process is simple and takes just a few minutes. We recommend you set up your account now so it's ready when you need it. Once your account is created, you can use the LiveHealth Online mobile app or website with the same username and password.

Q. Do I need to schedule an appointment?

A: LiveHealth Online Virtual Urgent Care is designed for on-demand care so no appointment is necessary. After you register and log in to LiveHealth Online, you'll need to fill out a short intake form explaining the reason for your visit. After that, you'll receive a text or email notifying you when your doctor is ready to see you. Just click on the link in the text or email and you'll be taken directly into the doctor visit.

Q. Can I see a doctor online if I am traveling or in another state?

A: 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. When using the app, you can choose to update your current state based on mobile geolocation, making it faster to find a doctor whether you are home or on the go. Doctor visits via telehealth are permitted in every state nationwide.

Q. Can my kids see a doctor on LiveHealth Online?

A: Children under the age of 18 may be added to your LiveHealth Online account.

Q. Can a doctor on LiveHealth Online order a prescription refill?

A: Doctors on LiveHealth Online will discuss your health history and assess whether a refill is safe at this time or whether it would be necessary to see your primary care physician in person. The decision to provide a refill and the quantity is at the sole discretion of the doctor. Be sure to share any information you have about your health history and condition that may help facilitate your refill, such as recent lab tests or blood pressure readings.

What if I still have questions about LiveHealth Online?

We're here to support you. Email help@livehealthonline.com or call toll free at 888-548-3432.