

# Introducing LiveHealth Online

Anthem.  
BlueCross BlueShield



LiveHealth<sup>®</sup>  
ONLINE



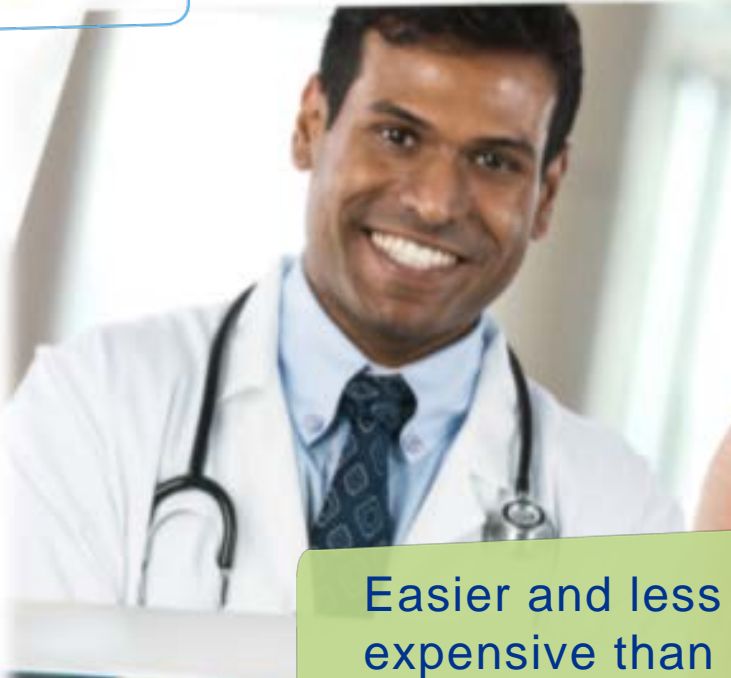
Doctor's care at the speed of life.

LiveHealth Online is the trade name of Health Management Corporation, a separate company providing telehealth services on behalf of Anthem Blue Cross and Blue Shield.

# Visit with a doctor online, anytime. From work, at home or on the go.

## LiveHealth Online:

- Is available in most states, including D.C.\*
- Is available 24 hours a day, 7 days a week, 365 days a year
- Is available anywhere you have a computer or mobile device with Internet access (at home, in the office or on the go)
- Provides access to in-network, board-certified doctors and licensed behavioral health professionals
- Allows doctors to ePrescribe\*\* utilizing local pharmacies (where applicable)
- Takes member payments via Visa, MasterCard, American Express and Discover
- Is secure, convenient and easy to use



Easier and less expensive than urgent care

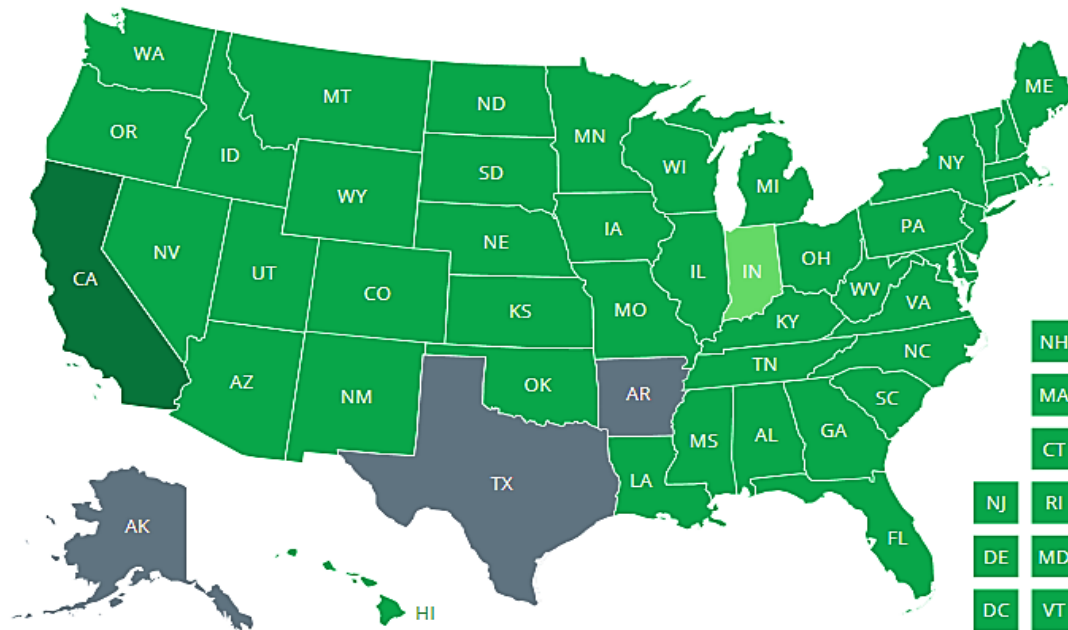
To learn more about how LiveHealth Online works, check out this [video](#).

\*LHO is available in 46 states and DC as of 09/14/2015

\*\*In certain states, prescriptions cannot be issued as a result of an online interaction with a doctor. For state telehealth availability, check the map on [LiveHealth.com](http://LiveHealth.com).

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# Available in 47 states & DC



## Color Key

- LiveHealth Online is available 24 hours a day, 7 days a week. The doctors can also provide prescriptions\*, if needed. Spanish-speaking doctors are available using Cuidado Médico on LiveHealth Online from 7a-11pm PST, 7 days a week.
- Doctor visits are available and doctors may provide prescriptions\* if needed.
- Doctor visits are available, but doctors may NOT provide prescriptions.
- LiveHealth Online isn't available. Check back frequently for updates.

\* Prescription availability is defined by physician judgment and state regulations.

# Two Distinct Telehealth Solutions

## For Consumers

### **LiveHealth Online**

24 x 7 “urgent care in the cloud”: When your doctor is not available or there is no primary care relationship

## For Physicians

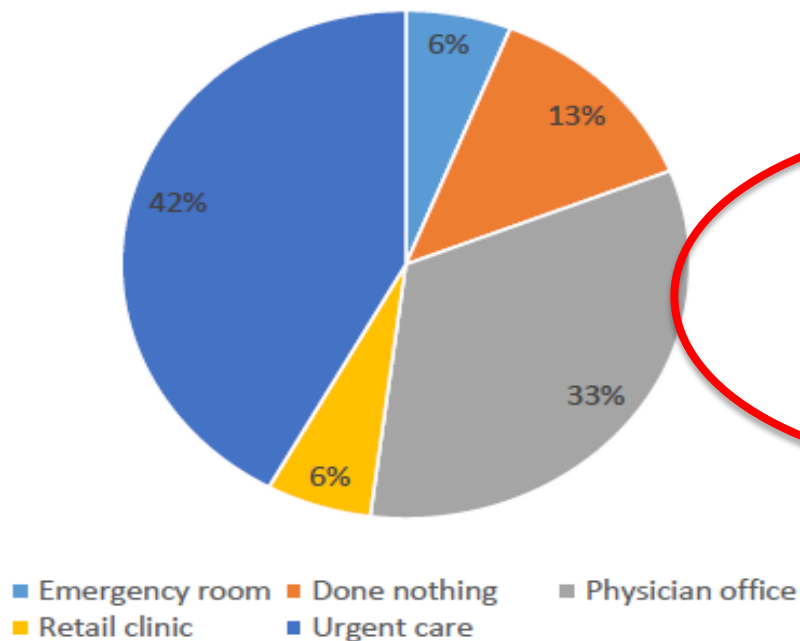
### **LiveHealth Online Practice Edition**

Practice defined telehealth for your patients in a convenient, private, secure setting

# HealthCore study results are promising

## Cost-savings (Medical + Pharmacy Episode Cost)

Patients reported they would have used the following, if not LHO:



For the 11 conditions of interest, on average:

RHC is 1.14x as expensive as LHO

UCC is 1.45x as expensive as LHO

ED is 6.35x as expensive as LHO

PCP is 1.60x as expensive as LHO

Therefore, Anthem and members save an average of **\$202\*** per episode (including follow-up) for the 11 conditions of interest

\*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.



# Employer benefits

LiveHealth Online adds value to your existing employee benefits packages without additional costs.

## SAVINGS

Employees make fewer visits to higher-priced sites of care.

## INCREASED PRODUCTIVITY

Employees spend less time traveling to and waiting at the doctor's office or urgent care centers.

## EMPLOYEE SATISFACTION

Employees have access to doctors when they need it.



Because life doesn't wait.

# A great consumer experience

Say “Ahhhh.”

90%

**patient  
satisfaction**

“I am very impressed and will continue to recommend this service to friends, family and co-workers.”

85%

**completely resolve  
their medical issue**

“I was able to get things taken care of in less than 10 minutes.”

90%

**saved  
time**

“I will definitely use it again. I saved at least three hours by not going in to the doctor—and a ton of cash!”

# LiveHealth Online is changing healthcare



PC Magazine recently named Live Health Online as one of the *10 Apps That Are Changing Healthcare*\*

“Telemedicine and telehealth apps are dramatically making healthcare **more convenient, less expensive, more preventative, and in many cases downright better.**”

“These apps and sites—and others like them—are truly **revolutionizing healthcare.**”

“One key differentiator with LiveHealth Online is that the service accepts some insurance plans, so you may owe the same co-pay as if you went into the doctor's office. Each consultation is a flat \$49 if you have no coverage, if your plan doesn't cover online visits or if you haven't met your plan's deductible. **No matter whether your virtual visit is covered, you'll always see your cost before the appointment.**”

\*<http://www.pcmag.com/article2/0,2817,2476623,00.asp>

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