

LiveHealth Online – Behavioral Health FAQs

What is the availability?

Members will be able to schedule an appointment with a psychologist or therapist from 7am to 11pm coast to coast, 7 days a week. There will be some access to on-demand visits when a provider is available; however, most providers using LiveHealth Online will require an appointment to be scheduled in advance. In most cases, we anticipate members will be able to make an appointment for their initial visit within 4 days or less. Appointments are 45-50 minutes long.

Online visits with behavioral health professionals are available in all states with the exception of Texas, Arkansas, and Alaska.

What type of behavioral health providers can a member see using LiveHealth Online Psychology?

Therapists and psychologists will be available to provide behavioral health services using LiveHealth Online. These behavioral health specialists cannot prescribe prescription medication as a result of the online visit.

Psychiatrists are not available at this time.

What types of conditions can you receive help for using LiveHealth Online Psychology?

Therapists using LiveHealth Online Psychology can help you with these types of conditions:

- Stress
- Anxiety
- Depression
- Relationship or family issues
- Grief
- Panic attacks
- Stress from coping with a sickness

Who can use this?

Behavioral health visits are available to members and consumers age 18 and over. Online behavioral health visits are not available to members under the age of 18 even with a parent present or their permission.

Joint therapy visits with two people (over the age of 18) are allowed but will be billed to the LiveHealth Online account holder who initiated the visit.

How will a member know how much the visit costs?

Members will see the cost before their visit starts and can pay their share of the visit using a Visa, MasterCard, Discover or American Express credit or debit card.

Psychologists using LiveHealth Online typically charge \$95 per visit and therapists typically charge \$80 per visit. The member cost share is determined by their plan design and any applicable deductibles, coinsurance or copays. The remainder, if any – is submitted for reimbursement just like a visit in the office.

Will members have to re-register for LiveHealth Online?

No, once a member registers for LiveHealth Online they will be able to view both medical and behavioral health providers.

Will these providers be considered “In-network”?

Yes, the therapists and psychologists members can visit using LiveHealth Online are in-network.