LiveHealth ONLINE

Healthy Blue

LiveHealth Online

See a doctor 24/7 at no cost to you — sign up today!

Using LiveHealth Online, your MO HealthNet Managed Care health plan, Healthy Blue, members can visit with a doctor, psychologist or psychiatrist day or night through live video from a smartphone, tablet, or computer with a webcam.

When you can't see your own provider, use LiveHealth Online for nonemergency conditions, like a high fever, persistent vomiting or diarrhea. Doctors can even send prescriptions directly to your pharmacy, if needed.*

Sign up in minutes. Just follow these steps:



1. **Download** the no-cost **LiveHealth Online** mobile app or go to **livehealthonline.com.**

2. **Choose Sign Up** to create your LiveHealth Online account.**

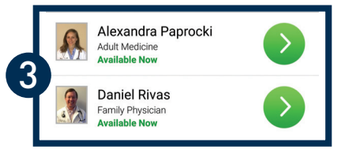
   **You must be 18 or older to have your own account. A parent or guardian can add a child dependent to their account during the registration process or once they've logged in.

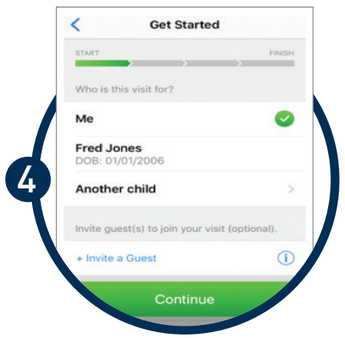
3. **Enter** your profile information.
   Here are some tips to help you fill out this part:
   - **Name:** Enter your name exactly as it appears on your member ID card.
   - **Password:** Don't forget the password you create.
   - **Current location:** Choose Missouri.
   - **Service key:** Leave blank.
   - **Health plan:** Select Healthy Blue.
   - **Insurance ID:** Enter the member ID from your Healthy Blue member ID card. If your member ID begins with letters, do not enter those letters when entering your member ID. Enter only the numbers for member ID.

4. Tap **Continue,** and you're in!

Healthy Blue

How to visit with a doctor using LiveHealth Online!





If you need help using LiveHealth Online,

call **888-LiveHealth (TTY 711)** 24 hours a day, seven days a week.

Don't wait until your next sick day. **Sign up today!**

1. **Log in to** LiveHealth Online using your username (email) and password.

2. **Choose** the kind of care you need, such as **LiveHealth Online Medical, LiveHealth Online Psychology*,** or **LiveHealth Online Psychiatry**.**

   LiveHealth Online Medical LiveHealth Online Psychology LiveHealth Online Psychiatry

   For counseling sessions, you can contact a psychologist or therapist using LiveHealth Online Psychology. You can schedule a visit in four days or less, depending on availability.

   A board-certified psychiatrist can also evaluate and help you manage your medications for common behavioral conditions such as bipolar disorder, depression, and anxiety. Appointments are available in 21 days or less.

3. **Pick** a provider who's right for you.

4. **Select** who the visit is for. Example: your child. You can also invite a guest to your visit.

5. **Share** the reason for your visit.

6. **Answer** a few questions about your medical history — this information is kept private and only shared with the provider you see through LiveHealth Online.

7. **Review** your insurance (health plan) information and make sure it's right.

8. **Tap** the **Continue** button to be placed into a virtual waiting room until your visit begins.

*Appointments subject to availability of a therapist." Online counseling is not appropriate for all kinds of problems. If you are in crisis or having suicidal thoughts, it's important that you seek help immediately. Please call 800-273-8255 (National Suicide Prevention Lifeline) or 911 for help. If your issue is an emergency, call 911 or go to your nearest emergency room. LiveHealth Online does not offer emergency services.

**Appointments subject to availability. Prescriptions determined to be a "controlled substance" (as defined by the Controlled Substances Act under federal law) cannot be prescribed using LiveHealth Online. Psychiatrists on LiveHealth Online will not offer counseling or talk therapy.

LiveHealth Online is the trade name of Health Management Corporation, a separate company providing telehealth services on behalf of Healthy Blue.
Healthy Blue is a Medicaid product offered by Missouri Care, Inc., a MO HealthNet Managed Care health plan contracting with the Missouri Department of Social Services. Healthy Blue is administered statewide by Missouri Care, Inc. and in the Kansas City service region by Missouri Care, Inc. in cooperation with Blue Cross and Blue Shield of Kansas City. Missouri Care, Inc. and Blue Cross and Blue Shield of Kansas City are both independent licensees of the Blue Cross and Blue Shield Association.

Healthy Blue complies with all applicable federal civil rights laws. We do not exclude or treat people in a different way based on race, color, national origin, age, disability, or sex.

If English is not your first language, we can translate for you. We can also give you info in other formats at no cost to you. That includes Braille, audio, large print, and provide American Sign Language interpreter services. Just give us a call at 833-388-1407 (TTY 711).

Si el español es su lengua materna, podemos brindarle servicios de traducción. También podemos proporcionarle esta información en otros formatos, como Braille, audio, letra de imprenta grande y servicios de interpretación de lenguaje de señas americano. Estos servicios se ofrecen sin cargo. Simplemente llámenos sin cargo al 833-388-1407. Los usuarios de TTY deben llamar al 711.

如果中文是您的母語，我們可以為您翻譯。我們也可以用其他格式為您提供資訊，如布萊葉文、音頻及大字體，並提供美國手語翻譯服務。僅需撥打免費電話 833-388-1407 聯繫我們。TTY 使用者請撥打 711。