

LiveHealth Online

Receive virtual care and support, anytime



When you need quick care or feel anxious and need support, **LiveHealth Online** can help. You can use **LiveHealth Online** by logging in to the Anthem member portal or by using the **SydneySM Health** app to have a live video visit with a board-certified doctor, psychiatrist, or licensed therapist using your smartphone, tablet, or computer with a camera.

Visit with a doctor for common medical concerns

Doctors are available anytime, with no long wait times and no appointments needed. They can help you with common health concerns, such as:

- A cold or the flu
- Allergies
- Sore throat
- Migraines
- Skin rashes

During your private and secure video visit, the doctor will assess your condition, provide a treatment plan, and send prescriptions to the pharmacy of your choice, if needed.¹

Receive care for your behavioral health

If you're feeling anxious or depressed, or are having trouble coping, you can set up a video visit with a therapist, psychologist, or psychiatrist.² Appointments can be scheduled within one to two weeks.² Psychiatrists help manage medications; they do not provide counseling or talk therapy.³

How much does a LiveHealth Online visit cost?

UC Medicare Supplement PPO Plans

Plan	Medical, psychology*, and psychiatry* visits
Medicare PPO with prescription drugs	\$20 copay for each visit
Medicare PPO without prescription drugs	\$20 copay for each visit
High Option Supplement to Medicare	\$20 copay for each visit

These services are not covered by Medicare, but they are covered by your UC plan.

* Psychiatrists are medical providers who graduate from medical school, have a year of medical internship, and have three years of residency in the assessment and treatment of mental health disorders. Psychiatrists can prescribe medication. Psychologists are not medical doctors, they have a doctoral degree in an area of psychology, the study of the mind and human behavior. Psychologists cannot prescribe medications.⁴



LiveHealth Online: Medical, therapy, and psychiatry at a glance

	LiveHealth Online Medical	LiveHealth Online Therapy	LiveHealth Online Psychiatry
What kind of doctor can I see?	<ul style="list-style-type: none"> Board-certified with an average of 13 years practicing medicine. Specially trained for online visits. Mainly primary care doctors, but also includes internists, family practitioners, and emergency room (ER) doctors. Able to prescribe medication in all states where the service is offered.⁵ 	<ul style="list-style-type: none"> This includes licensed therapists and psychologists who are specially trained for online visits. They average at least 10 years of experience. These therapists and psychologists can't prescribe medication. Before you start, you can read profiles of therapists and psychologists. At the end of the first visit, you can set up future visits with the same therapist if both of you feel it's needed. You always have the choice of which therapist you want to see. 	<ul style="list-style-type: none"> Psychiatrists are part of your plan. They're board-certified doctors who specialize in psychiatry. They can provide medical evaluation, medication management, and assessment. Each psychiatrist is licensed to practice in the state where they appear to the member and trained in online prevention and treatment techniques. There will be initial evaluation appointments and follow-up visits available for medication review, if needed.
What do I need to do to access care?	<ul style="list-style-type: none"> Log in at anthem.com/ca. From the Care tab, select Virtual Care in the drop-down menu. Then choose Connect Now within the <i>LiveHealth Online</i> Live Video box to sign up, or log in to <i>LiveHealth Online</i>. Select the state you're calling from and answer a few questions. <i>LiveHealth Online</i> is available 24/7 in all 50 states. 	<ul style="list-style-type: none"> Log in at anthem.com/ca. From the Care tab, select Virtual Care in the drop-down menu. Then choose Connect Now within the <i>LiveHealth Online</i> Live Video box to sign up, or log in to <i>LiveHealth Online</i>. Select LiveHealth Online Therapy and choose the therapist or psychologist you'd like to see. You can also call <i>LiveHealth Online</i> at 844-784-8409 from 7 a.m. to 11 p.m. You'll get an email confirming your appointment. Online scheduling is available 24/7, and you can schedule an appointment at any time. 	<ul style="list-style-type: none"> Log in at anthem.com/ca. From the Care tab, select Virtual Care in the drop-down menu. Then choose Connect Now within the <i>LiveHealth Online</i> Live Video box to sign up, or log in to <i>LiveHealth Online</i>. Select LiveHealth Online Psychiatry and choose the psychiatrist you'd like to see. You can also call <i>LiveHealth Online</i> at 844-784-8409 from 7 a.m. to 11 p.m. You'll get an email confirming your appointment. Online scheduling is available 24/7, and you can schedule an appointment at any time.
When should I use <i>LiveHealth Online</i> ?	<p><i>LiveHealth Online</i> is a great option for care when your doctor isn't available and is more convenient than a trip to the urgent care. With <i>LiveHealth Online</i>, you can receive medical care for things like:</p> <ul style="list-style-type: none"> Cold and flu symptoms, such as a cough, fever, and headaches Allergies Sinus infections <p><i>LiveHealth Online</i> does not replace a primary care doctor.</p>	<p>You can see a psychologist or therapist for:</p> <ul style="list-style-type: none"> Stress Anxiety Depression Family or relationship issues Grief Panic attacks Stress from coping with an illness <p>Psychologists and therapists using <i>LiveHealth Online</i> don't prescribe medications.</p>	<p>You can see a psychiatrist for:</p> <ul style="list-style-type: none"> Depression Bipolar disorder Anxiety Obsessive Compulsive Disorder (OCD) Post-Traumatic Stress Disorder (PTSD) <p>Controlled substances can't be prescribed through an online visit. The psychiatrist may refer you back to a primary care physician or office-based psychiatrist, if a prescription is needed. Psychiatrists can't offer counseling or talk therapy.</p>
How long will it be until I can see a doctor?	<ul style="list-style-type: none"> Doctors are available 24/7, so you can expect to see one in about 10 minutes. Visits typically last about 10 minutes. 	<ul style="list-style-type: none"> Psychology services are by appointment. Usually, you'll be able to see a psychologist or therapist within four days.² Evening and weekend appointments are available, and a visit typically lasts about 45 minutes. 	<ul style="list-style-type: none"> Psychiatry services are by appointment. Usually, you'll be able to see a psychiatrist within two weeks or less.² Evening and weekend appointments are available. The initial visit typically lasts about 50 minutes; follow-up visits last about 15 minutes.
Is <i>LiveHealth Online</i> available everywhere and can anyone use it?	<ul style="list-style-type: none"> Available in all 50 states. 	<ul style="list-style-type: none"> Available in all 50 states. Must also be a resident of the United States. 	<ul style="list-style-type: none"> Available in all 50 states. Must be a resident of the United States.

LiveHealth Online

Frequently asked questions

Q: How does LiveHealth Online work?

A: When you need to see a doctor, log in at anthem.com/ca or the [Sydney Health](#) app to access LiveHealth Online. Creating an account allows you to securely store your personal and health information. Plus, you can connect with doctors in the future, share your health history, and schedule online visits at times that fit your schedule. Once connected, you can talk and interact with the doctor as if you were in a private exam room. Once your visit is over, LiveHealth Online can send information about your visit to your regular doctor, with your consent.

Q: Who is LiveHealth Online available to?

A: LiveHealth Online is available to University of California retirees and their families who are members enrolled in a UC Medicare Supplement PPO plan.

Q: What do I need to access LiveHealth Online?

A: You will need high-speed internet access and a webcam or built-in camera with audio capability.

Q: Can I get online care if I'm 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 care providers licensed to treat you in that state. Remember to change your state back when you return home.

Q: How do I pay for a LiveHealth Online visit?

A: LiveHealth Online accepts Visa, MasterCard, and Discover as payment. Keep in mind that prescriptions aren't included in the cost of your doctor visit.

Q: Can I access LiveHealth Online on a mobile device?

A: You can access LiveHealth Online from your Android or iOS mobile device using the Sydney Health app. To support two-way video visits, your device must have a front-facing camera.



We are here to help

If you have questions, email us at help@livehealthonline.com or call **888-548-3432**.



Download Sydney Health

Scan the QR code to download the Sydney Health app.



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1 Prescription availability is defined by physician judgment.

2 Appointments subject to availability of a therapist or psychiatrist. If attempting to set an appointment with a specific doctor, you may need to wait longer than the two-week or four-day average noted above.

3 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.

4 Psychology.org: *The Differences Between Psychology and Psychiatry* (accessed September 2025): psychology.org.

5 LiveHealth Online is only available to members that reside in one of the 50 states.

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 text, chat, or call 988 (Suicide and Crisis 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.

In addition to using a telehealth service, you can receive in-person or virtual care from your own doctor or another healthcare provider in your plan's network. If you receive care from a doctor or healthcare provider not in your plan's network, your share of the costs may be higher. You may also receive a bill for any charges not covered by your health plan.

LiveHealth Online is offered through an arrangement with Amwell, a separate company, providing telehealth services on behalf of your health plan.

Sydney Health is offered through an arrangement with Carelon Digital Platforms, a separate company offering mobile application services on behalf of your health plan.

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