

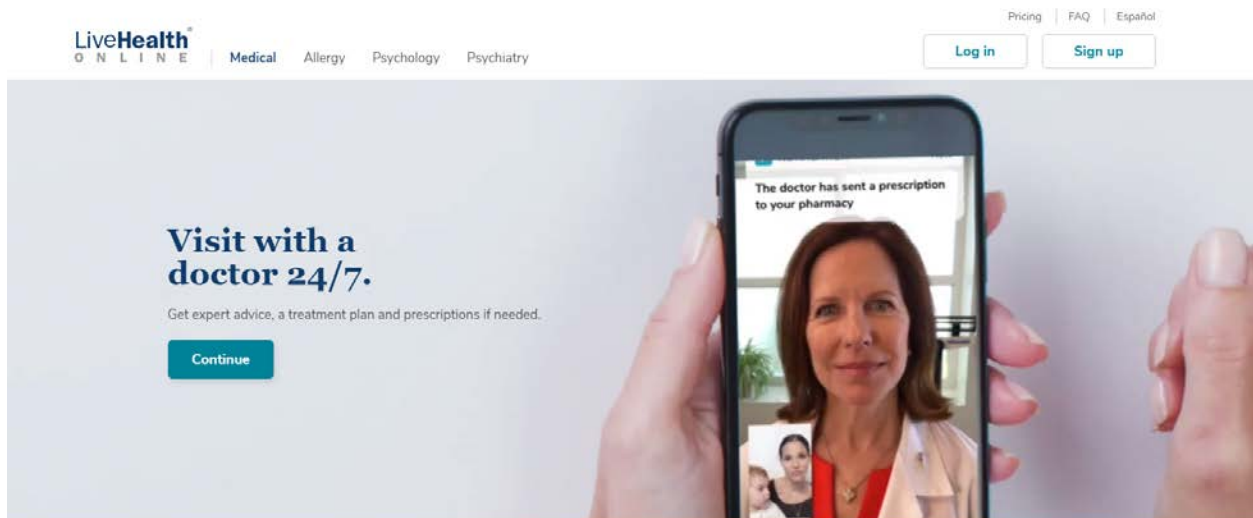
Anthem | STUDENT ADVANTAGE

UCSHIP LiveHealth Online – step by step instructions with screen shots for campus use.

With LiveHealth Online, UCSHIP students can speak face-to-face with a board-certified doctor, psychologist or psychiatrists from wherever they are using a smartphone, tablet or computer with a webcam. Below are instructions and screen shots on how to register and use the service.

** Please Note - If you are enrolled in the UC SHIP plan, you will be responsible for your copay. The amount of the copay will vary depending upon campus – please see your benefit booklet.*

- 1) Log onto livehealthonline.com or download the application on the AppleStore or GooglePlay



- 2) After clicking the sign up page, input your information, and the next step will ask for your current location, date of birth and male/female



Log In Test Computer Provider Login

Sign Up Now

LiveHealth Online brings the doctor to you! Create an account today so you can connect with a doctor in minutes.

Individuals 18 and older must create their own LiveHealth Online account.

If you're having a medical emergency, call 911.

[Learn More >](#)

LiveHealth ONLINE

First Name Last Name

Email

Confirm Email

Password

I agree to these [Terms of Use and Privacy Policy](#).

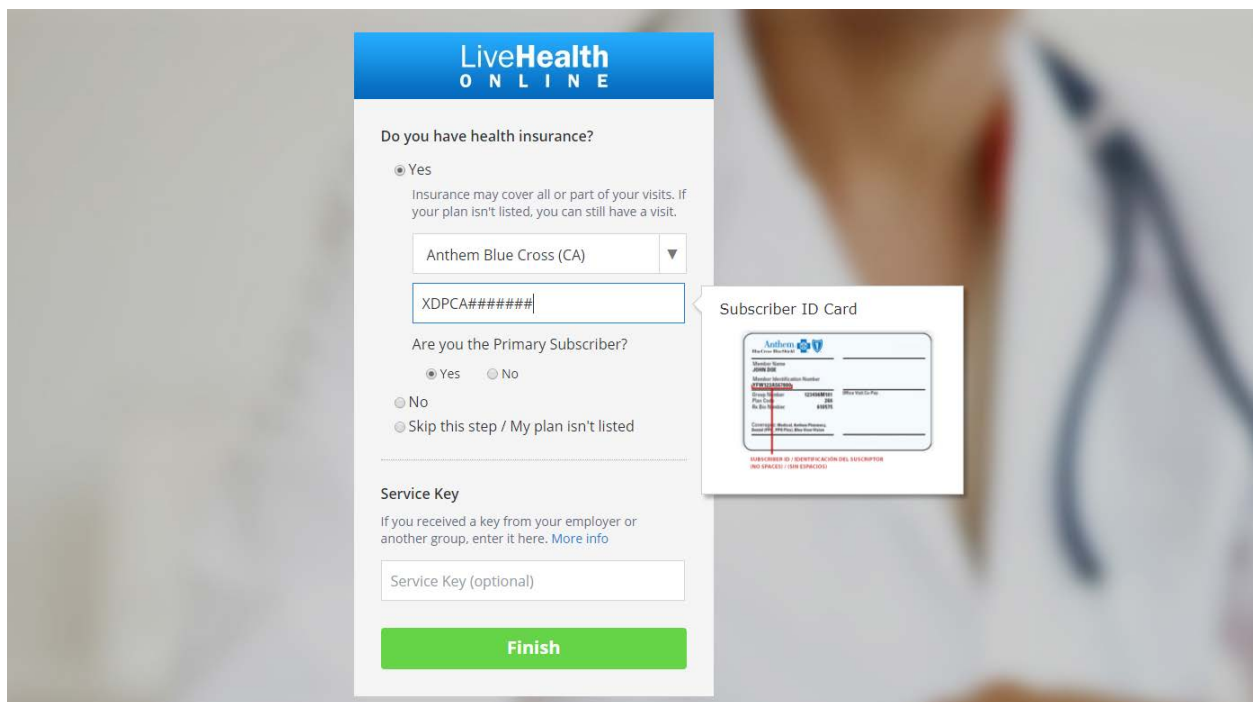
[Sign Up](#)

Already have an account? [Log In](#)

3) If you have UCSHIP, click 'yes' to having health insurance and select 'Anthem Blue Cross (CA)' and input your Anthem Health Care ID number (you can locate this from your ID card found on the Student Application”

If you don't have UCSHIP, you can still input your other carrier information (i.e. parents plan) to see if you qualify.

If you do not have insurance, select No or Skip this step



LiveHealth ONLINE

Do you have health insurance?

Yes
Insurance may cover all or part of your visits. If your plan isn't listed, you can still have a visit.

Anthem Blue Cross (CA) ▼

XDPCA#####

Are you the Primary Subscriber?

Yes No

No

Skip this step / My plan isn't listed

Service Key
If you received a key from your employer or another group, enter it here. [More info](#)

Service Key (optional)

Finish

Subscriber ID Card

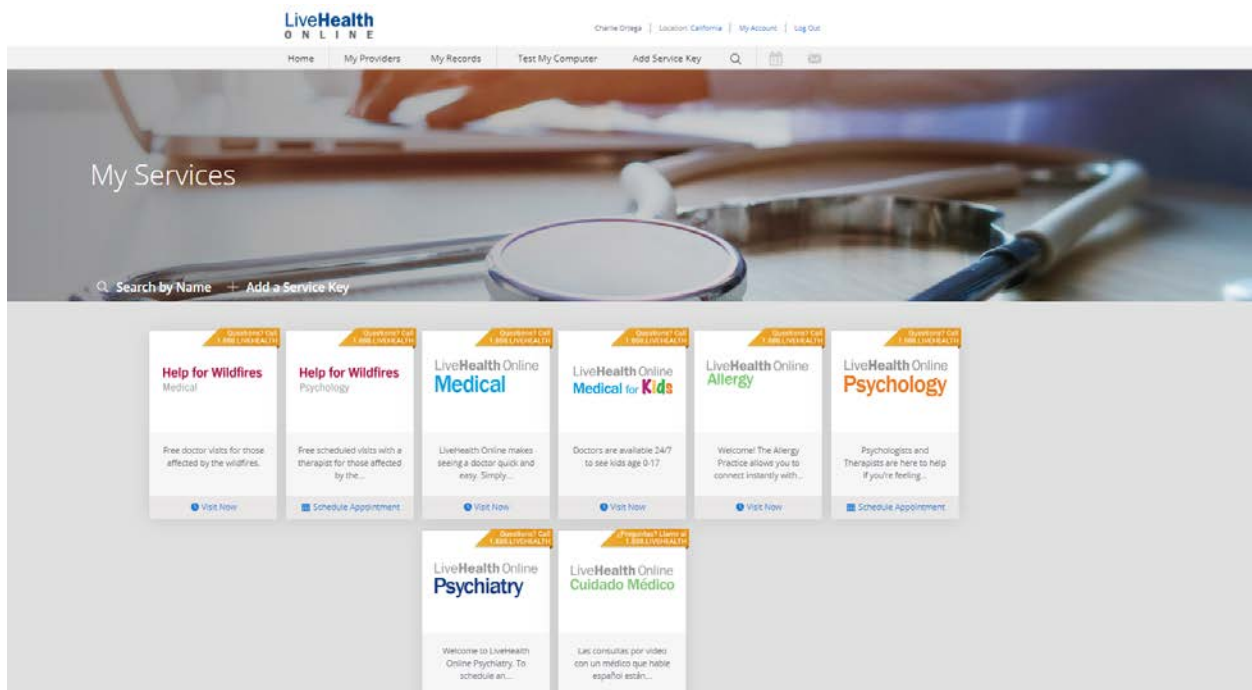
Anthem Blue Cross (CA)	
Member Name	JANE DOE
Member Identification Number	12345678901234567890
Group Name	UCSHIP
Plan Code	0000
ID Card Number	12345678901234567890
Group Name	UCSHIP
Plan Code	0000
ID Card Number	12345678901234567890

MEMBER ID: 12345678901234567890
GROUP ID: 1234567890

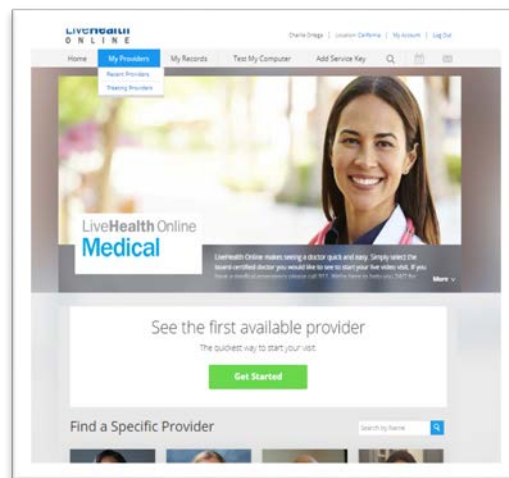
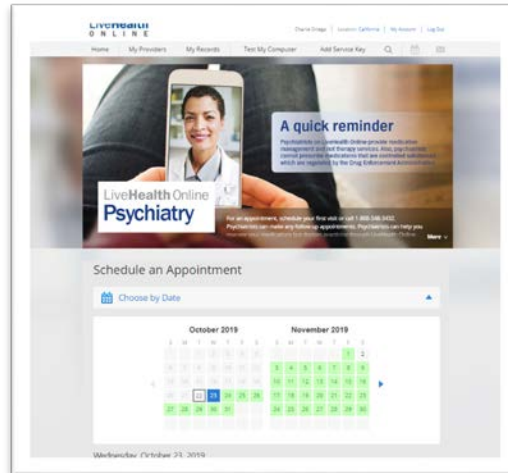
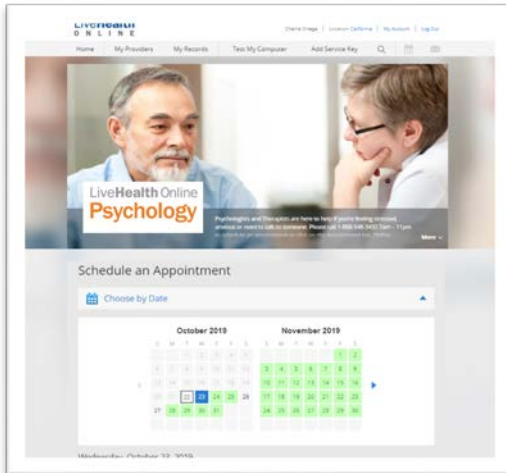
4) The system will check your eligibility



5) Once you create your account, you will be taken to the home page in which you can select the different practices on LiveHealth Online (please note – the below screen shot is the default)



6) Once you have selected the service you want to use, you will be taken to the provider / date selection



- 7) Once you find a provider and a date that works for you, you will be brought into scheduling the appointment. Please input your phone number for the provider to reach out for follow up care, if needed

LiveHealth
O N L I N E

Charlie Ortega | Location: California | [My Account](#) | [Log Out](#)

Schedule Appointment

Wednesday, October 23, 2019 at 8:00 AM PDT with Rafi James, Therapist

Who is this visit for?

Myself

My child

Where can this provider call you for follow-up, if needed?

- -

[Back](#) [Continue](#)

If you prefer to schedule by phone, call 1-888-LiveHealth (1-888-548-3432).

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- 8) Input your credit card information – this is necessary even if your copayment is \$0. You will not be charged even if you have a copayment until the time of service.

Schedule Appointment - Payment Method

Wednesday, October 23, 2019 at 8:00 AM PDT with Rafi James, Therapist

Appointment Cancellation Policy: You may be charged \$25 if you miss this appointment or cancel the appointment with less than 24 hours' notice. If you need to reschedule or cancel your appointment, visit us online or by calling 1-888-LiveHealth.

Credit Card Information



<input type="text" value="Name on Card"/>	
<input type="text" value="Credit Card Number"/>	<input type="text" value="Security Code"/>
<input type="text" value="Month"/> ▼	<input type="text" value="Year"/> ▼

Billing Address

<input type="text" value="Address 1"/>	
<input type="text" value="Address 2"/>	
<input type="text" value="City"/>	
<input type="text" value="State"/> ▼	<input type="text" value="ZIP Code"/>


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[Continue](#)

If you prefer to schedule by phone, call 1-888-LiveHealth (1-888-548-3432).

- 9) Once you input your information – you will confirm your appointment (for Behavioral Health visits)


Appointment Details



Rafi James
Therapist
8:00 AM PDT
Wednesday, October 23, 2019

If you prefer to schedule by phone, call 1-888-LiveHealth (1-888-548-3432).

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You must log out before leaving this website. 

- 10) Once it is your appointment time, you will be asked to log into the site for your appointment. Please check your email or log in during the time of your appointment

11) From there, you will be asked why you are seeing the provider

✓ Get Started | **Your Visit** | Pharmacy | Payment

Your Visit

What would you like to discuss today?

- | | |
|--|---|
| <input type="checkbox"/> Anxious or Depressed Mood | <input type="checkbox"/> Headache |
| <input type="checkbox"/> Cold | <input type="checkbox"/> Rash |
| <input type="checkbox"/> Fever | <input type="checkbox"/> Stomachache |
| <input type="checkbox"/> Flu-Like Symptoms | <input type="checkbox"/> Other <input type="text"/> |

What is your current physical address in the event of a medical emergency?

Are you allergic to any medications?

Are you now or could you be pregnant?

I acknowledge receipt of these Notice of Privacy Practices

Back

Continue

12) Input any medical history that you find appropriate. This will help the doctor review your records prior to seeing you

✓ Get Started | **Your Visit** | Pharmacy | Payment

Medical History

CONDITIONS


Have you ever been diagnosed with any of the following conditions?

- | | |
|---|---|
| <input type="checkbox"/> Alcohol Use Disorder | <input type="checkbox"/> Fibromyalgia |
| <input type="checkbox"/> Allergies | <input type="checkbox"/> Gastrointestinal Bleeding |
| <input type="checkbox"/> Anxiety | <input type="checkbox"/> Glaucoma |
| <input type="checkbox"/> Arthritis | <input type="checkbox"/> Gout |
| <input type="checkbox"/> Asthma | <input type="checkbox"/> Headaches |
| <input type="checkbox"/> Atrial Fibrillation | <input type="checkbox"/> Hearing Loss |
| <input type="checkbox"/> Attention Deficit Disorder | <input type="checkbox"/> Heart Disease |
| <input type="checkbox"/> Back Pain | <input type="checkbox"/> Heartburn, Reflux |
| <input type="checkbox"/> Bipolar Disorder | <input type="checkbox"/> High Blood Pressure/Hypertension |
| <input type="checkbox"/> Blood Clots | <input type="checkbox"/> High Cholesterol |
| <input type="checkbox"/> Breast Disease | <input type="checkbox"/> Immune Deficiency |
| <input type="checkbox"/> Cancer | <input type="checkbox"/> Irritable Bowel Syndrome |
| <input type="checkbox"/> Chronic Fatigue Syndrome | <input type="checkbox"/> Kidney Stones |
| <input type="checkbox"/> Chronic Kidney Disease | <input type="checkbox"/> Macular Degeneration |
| <input type="checkbox"/> Chronic Liver Disease | <input type="checkbox"/> Migraine |
| <input type="checkbox"/> Chronic Wounds | <input type="checkbox"/> Osteoporosis |
| <input type="checkbox"/> Cirrhosis | <input type="checkbox"/> Overactive Bladder |
| <input type="checkbox"/> Congestive Heart Failure | <input type="checkbox"/> Overweight/Obesity |
| <input type="checkbox"/> Constipation | <input type="checkbox"/> Pneumonia |
| <input type="checkbox"/> COPD (Emphysema, Bronchitis) | <input type="checkbox"/> Prostate Disease |
| <input type="checkbox"/> Crohn's Disease | <input type="checkbox"/> Pulmonary Emboli (lung clots) |
| <input type="checkbox"/> Depression | <input type="checkbox"/> Seizures |
| <input type="checkbox"/> Diabetes (Type 1) | <input type="checkbox"/> Stomach Ulcers |
| <input type="checkbox"/> Diabetes (Type 2) | <input type="checkbox"/> Stroke |
| <input type="checkbox"/> DVT (leg clots) | <input type="checkbox"/> Thyroid Disease (Low or High) |
| <input type="checkbox"/> Eating Disorder | <input type="checkbox"/> Ulcerative Colitis |
| <input type="checkbox"/> Eczema | <input type="checkbox"/> Urinary Incontinence |

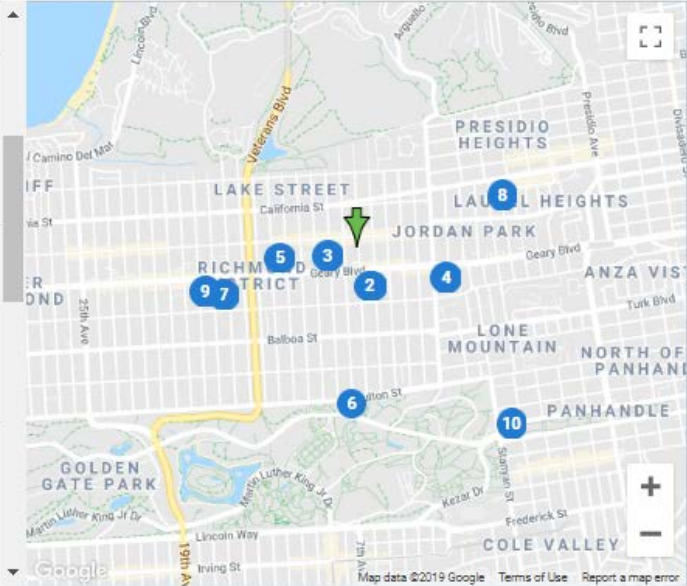
13) Select the pharmacy that is close to your location (if appropriate)

✓ Get Started | ✓ Your Visit | **Pharmacy** | Payment

Pharmacy

94118 

All Pharmacies | **Retail** | Mail Order

(415) 833-3295	
3 Walgreens #03849 0.2 miles RETAIL 745 CLEMENT ST SAN FRANCISCO, CA 94118 (415) 668-5250	
4 CVS/pharmacy #10330 0.3 miles RETAIL 3600 Geary Blvd San Francisco, CA 94118 (415) 668-6083	
5 NEMS CLEMENT PHARMACY 0.4 miles RETAIL 1033 CLEMENT STREET SAN FRANCISCO, CA 94118 (415) 352-5182	

Previous | Next

Back **Skip**

14) You will be asked again to review and confirm your health care coverage

LiveHealth
ONLINE

Charlie Ortega | Location: California | My Account | Log Out

✓ Get Started | ✓ Your Visit | ✓ Pharmacy | **Payment**

Insurance

I have insurance
Insurance may cover all or part of your visits. If your plan isn't listed, you can still have a visit.

Are you the Primary Subscriber?

Yes No

I don't have insurance

My plan isn't listed / Prefer not to answer

Back **Continue**

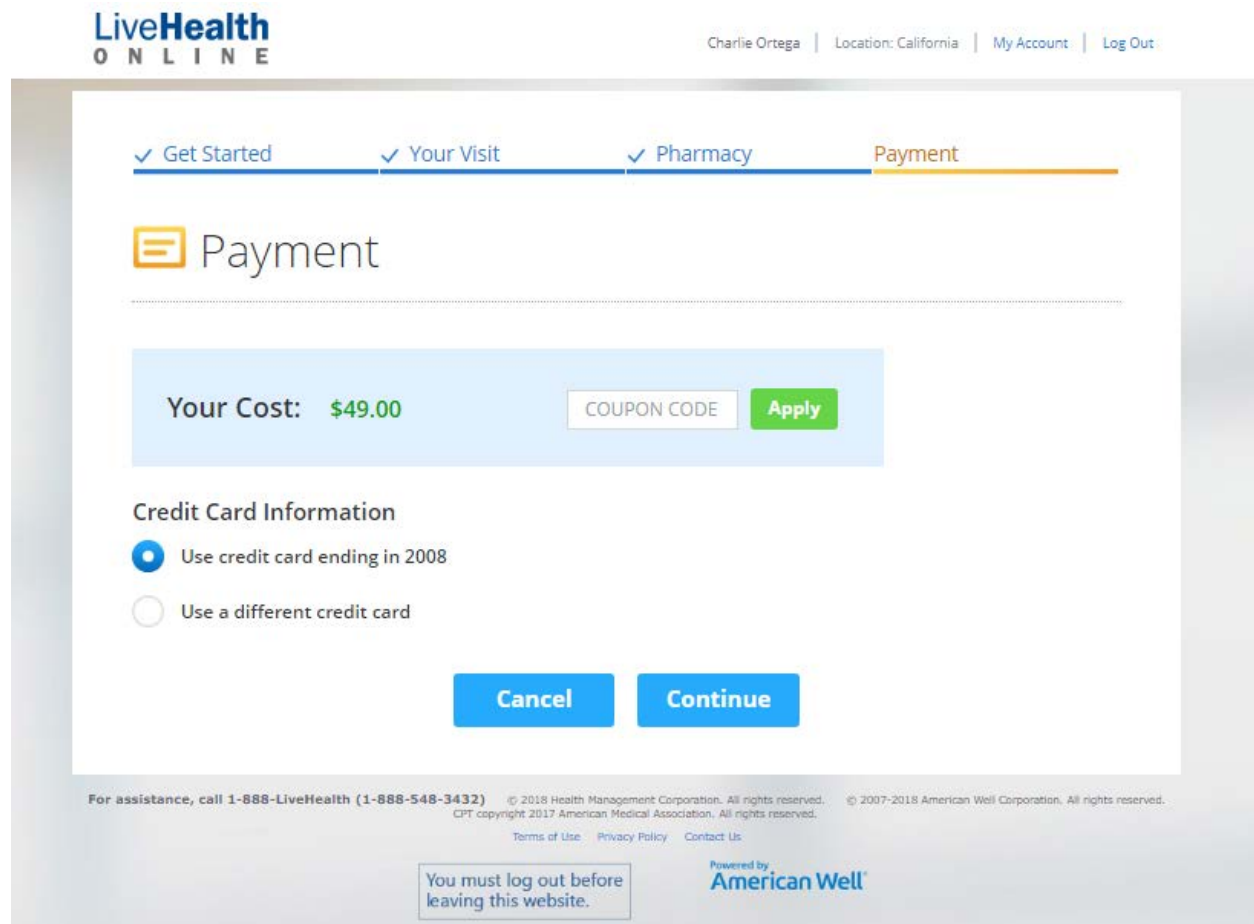
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15) The system will check your eligibility and then show your responsibility. If you have a coupon code from your school, please insert it here



LiveHealth
ONLINE

Charlie Ortega | Location: California | My Account | Log Out

✓ Get Started | ✓ Your Visit | ✓ Pharmacy | **Payment**

Payment

Your Cost: **\$49.00**

Credit Card Information

Use credit card ending in 2008

Use a different credit card

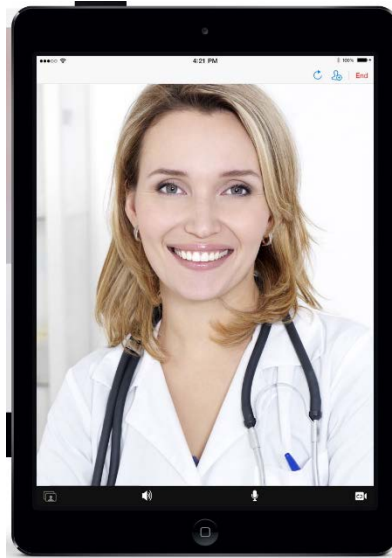
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16) You will be connected with a provider to treat you via phone, tablet or computer with a webcam



Once you have completed your visit you will be asked a short questionnaire about your experience. Please make sure to fill it out. If you need access to your medical visit to share with the Student Health Center, you will find this under My Records > Previous Visits. You will be able to share that with your Student Health Center or other providers.