

# LHO – EAP

- ❖ Continuity of care allows for online sessions to continue with the same therapist using the Anthem behavioral health benefit through LiveHealth Online Psychology
- ❖ Call the EAP and have a choice: a face to face visit or a 45 minute video visit if appropriate
- ❖ EAP online visits are available as part of the program without an additional cost
- ❖ Group must have LHO medical and psychology turned on
- ❖ EAP flier is available

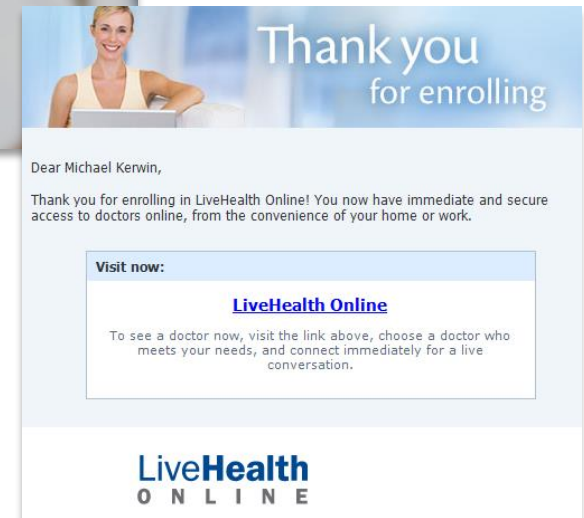
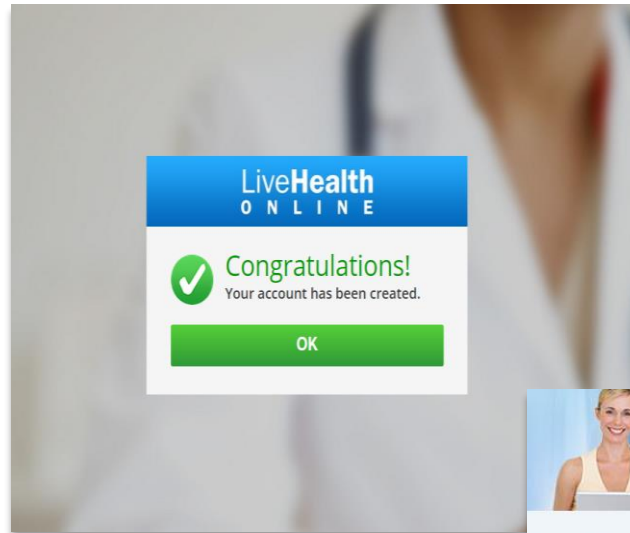


After calling the EAP, it takes two-minutes...getting started is just that fast.

**Congratulations your account is activated!**

**Confirmation email provides instructions for how to access LiveHealth Online through your computer, smartphone, or tablet through our mobile APP.**

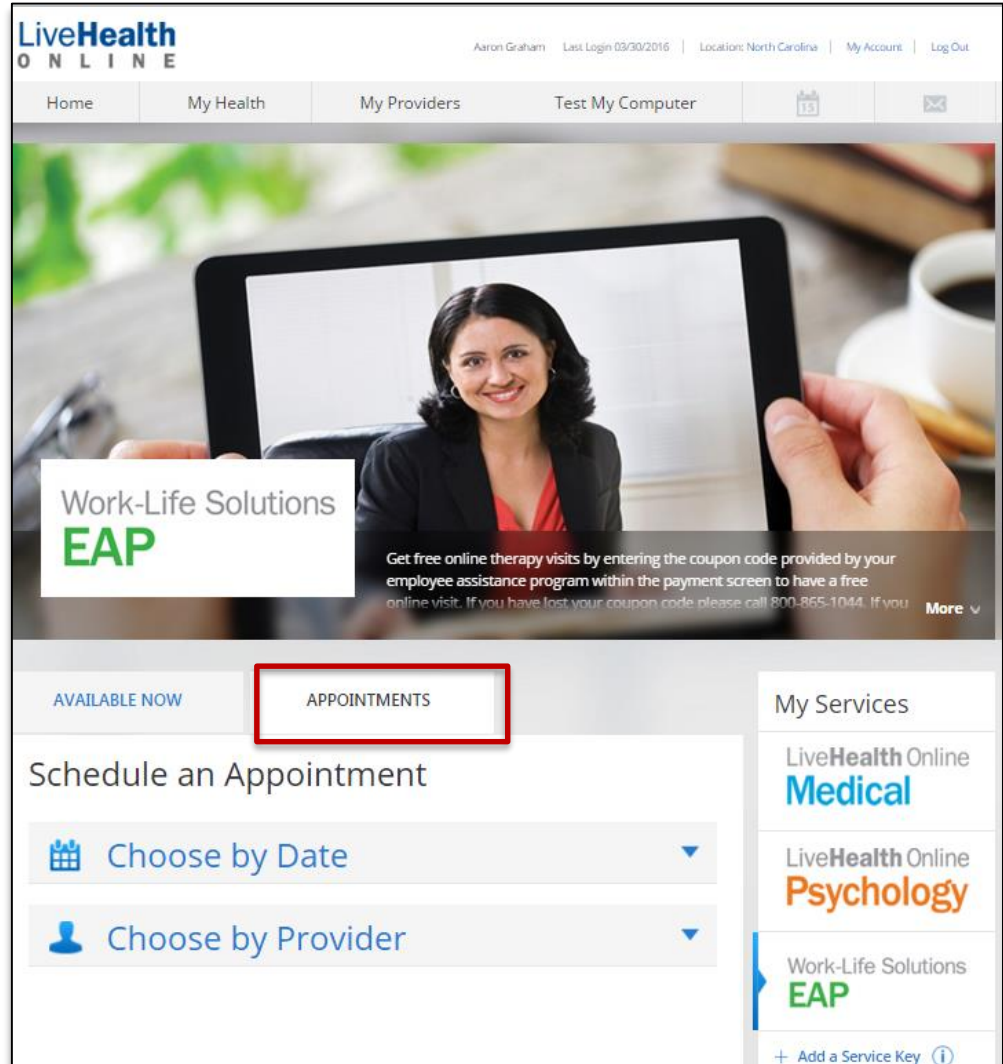
**Enter the Service Key provided by the EAP to access the EAP practice.**



**Easy sign-up.**

# Scheduling an appointment is easy

Select the Appointments Tab to schedule an appointment by Date or by Therapist.



Let's try it.

Share some details regarding the purpose of your visit.

Once you select a date and time that works for you, you'll be prompted for some additional information.

This completes the scheduling process. You will be sent a confirmation email once you schedule your appointment as well as a reminder email 15 minutes before your visit begins.

The screenshot shows the 'Your Visit' page on the LiveHealth Online portal. At the top, the user is logged in as Aaron Graham, with a last login of 03/04/2016 and location in Ohio. The page has a progress bar with three steps: 'Get Started' (checked), 'Your Visit' (active), and 'Payment'. The main heading is 'Your Visit' with a speech bubble icon. Below this, the question 'What would you like to discuss today?' is followed by a grid of checkboxes for various topics: Coping with an illness, Depressed Mood, Feeling Anxious, Grief, Other (with a text input field), Panic Attacks, Parenting Issues, Relationship Issues, and Stress. A text box below the checkboxes is for entering a coupon code. At the bottom, there is a checkbox for 'I acknowledge receipt of this Notice of Privacy Practices'.

Let's try it.

# Starting your visit

When it is time for your visit, open your confirmation or appointment reminder email and scroll to the bottom and select Start Visit.

## Your Telehealth Appointment

---

Patient: **Becky Prohealth**  
 When: **Thursday, March 24, 2016 at 9:00 AM EDT**  
 Cost: **\$80.00**

[Confirm this appointment](#) | [Cancel this appointment](#)


---



### Before Your Appointment

If this is your first telehealth appointment, follow the steps below.

**Mobile**


Download the free app.




**Desktop**

Make sure your webcam and microphone are working properly.






---


### When It's Time For Your Appointment

Click the button below 5-10 minutes before your appointment.



Don't see the button? [Click here.](#)

For technical assistance, call 1-855-603-7985.



Enter your coupon code to have a FREE online visit!

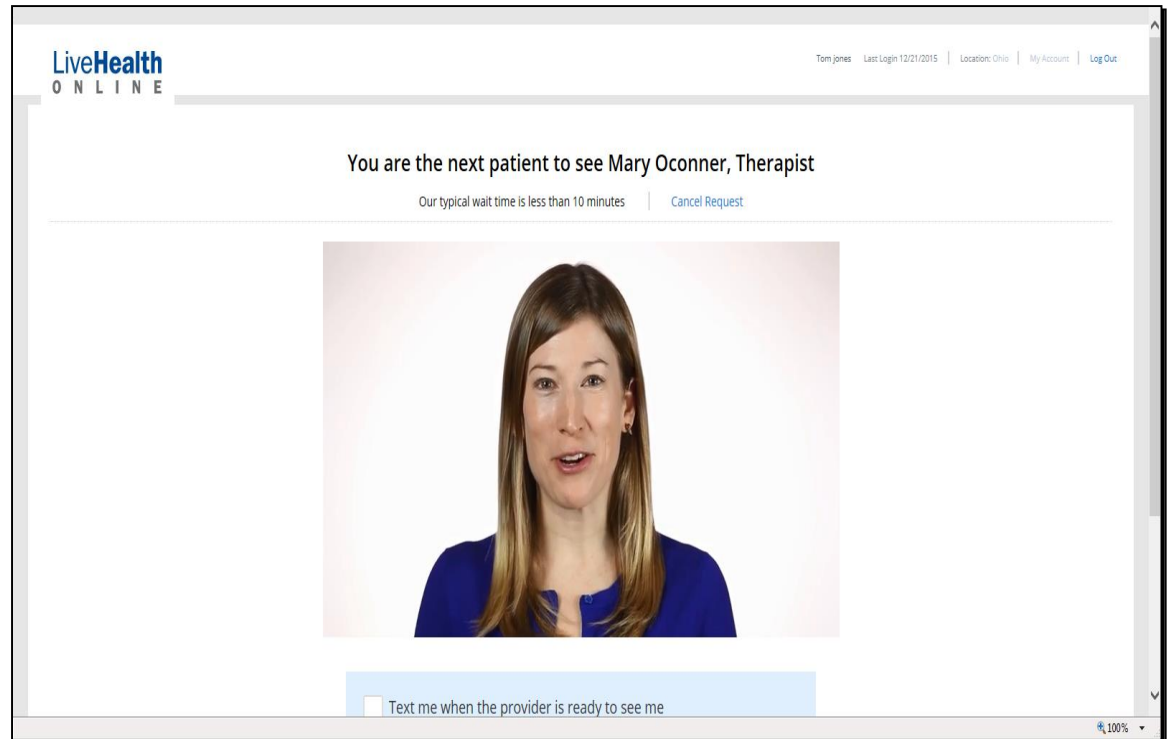
Enter your EAP coupon code within the payment screen and select apply to have a free online visit. Once you enter the coupon code you will no longer see a cost or be asked for Credit Card Information. You can now select continue to begin your Online Visit. The EAP provides the coupon codes.

The screenshot shows the 'Payment' screen in the LiveHealth Online interface. At the top, there are three tabs: 'Get Started' (checked), 'Your Visit' (checked), and 'Payment' (active). Below the tabs is a 'Payment' header with a menu icon. The main content area shows 'Your Cost: \$80.00' and a 'COUPON CODE' input field with an 'Apply' button next to it. Below this is the 'Credit Card Information' section, which has two radio button options: 'Use credit card ending in 1111' (selected) and 'Use a different credit card'. A 'Security Code' input field is visible under the first option. At the bottom right, there are 'Cancel' and 'Continue' buttons.

See a Therapist Online.

A brief video will play while connecting

While waiting for the member to be connected a video will play



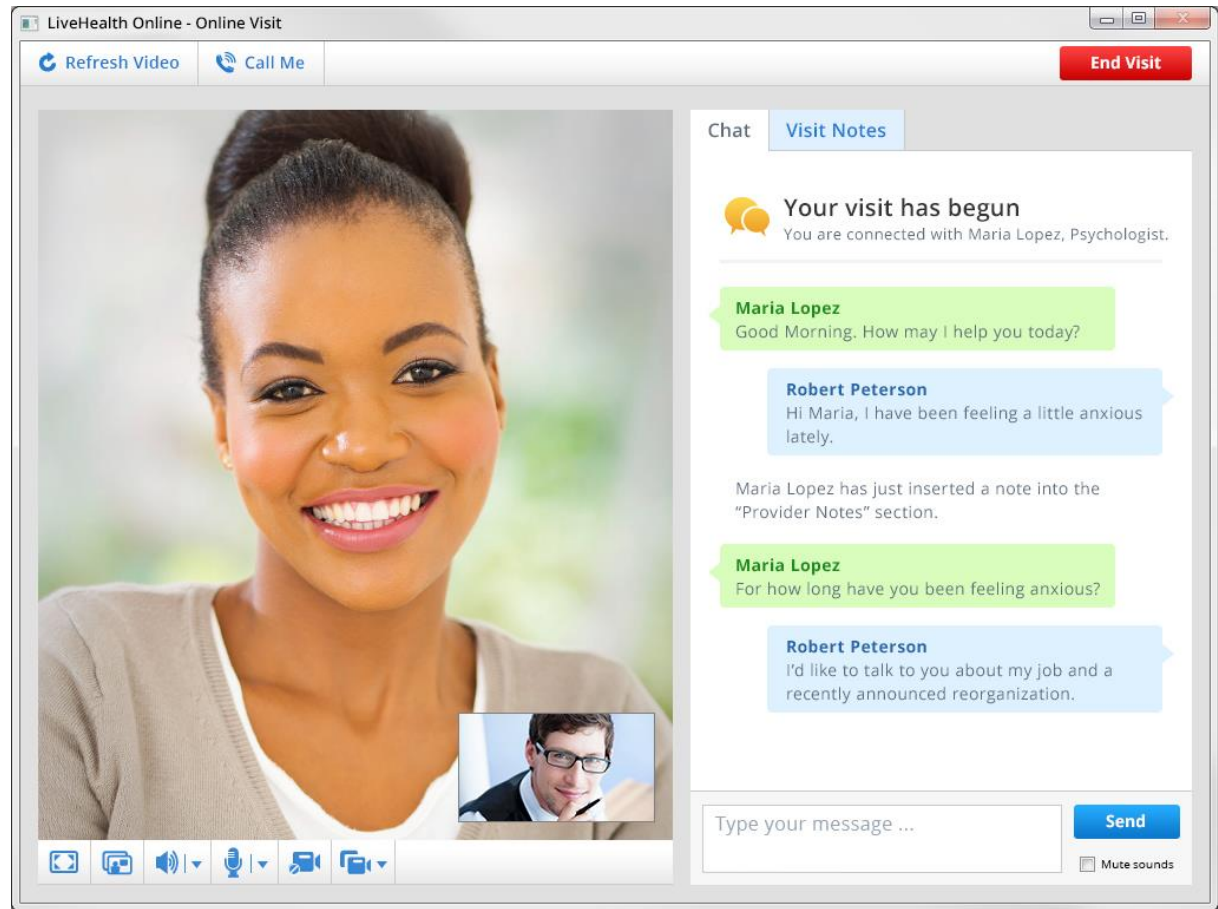
The screenshot shows the LiveHealth Online patient portal interface. At the top left is the "LiveHealth ONLINE" logo. At the top right, there is user information: "Tom Jones", "Last Login 12/21/2015", "Location: Ohio", "My Account", and "Log Out". The main content area displays the message: "You are the next patient to see Mary Oconner, Therapist". Below this message, it states "Our typical wait time is less than 10 minutes" and includes a "Cancel Request" link. A video player is embedded in the center, showing a woman with long brown hair wearing a blue top, identified as Mary Oconner, the therapist. At the bottom of the video player, there is a checkbox labeled "Text me when the provider is ready to see me". The bottom right corner of the browser window shows a zoom level of "100%".

See a Therapist Online.



The visit platform looks like any other LiveHealth Online visit

The member and therapist see each other, they can hear each other through the computer or mobile device. If needed, they can text chat.

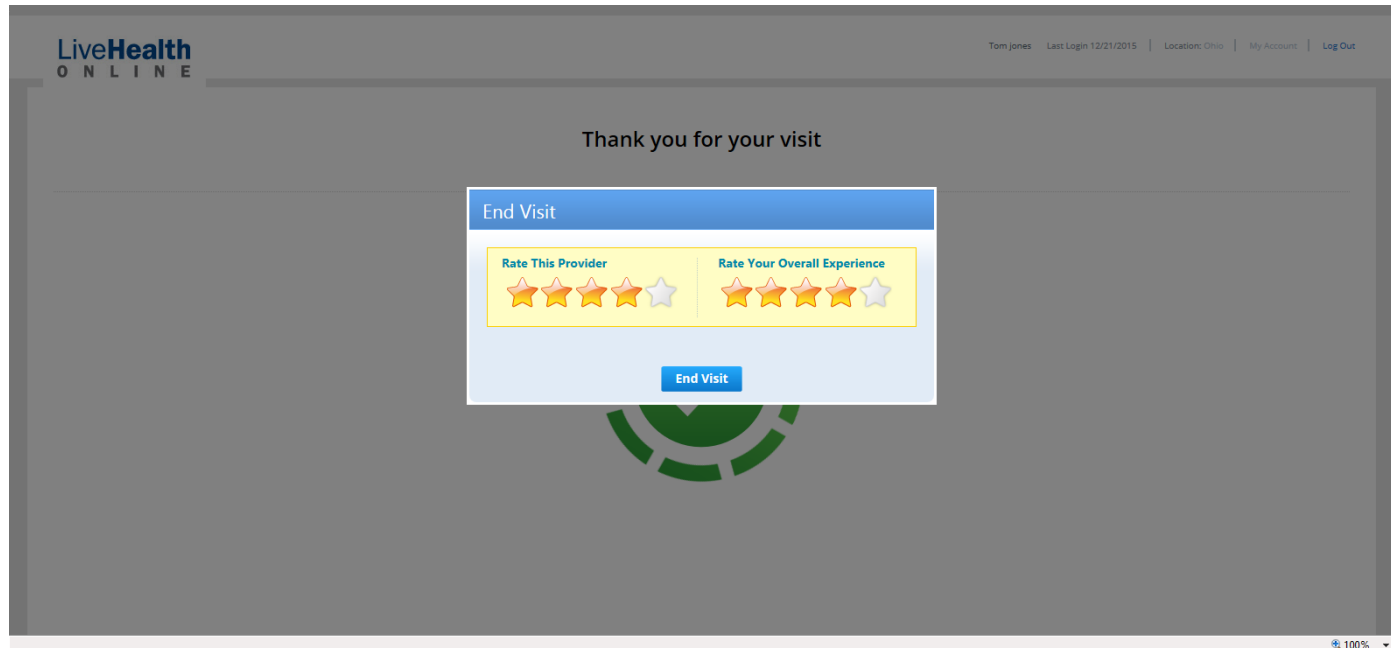


See a Therapist Online.



The visit platform looks like any other LiveHealth Online visit

Like other visits on LiveHealth Online, the member rates the experience and the therapist



See a Therapist Online.