

January 2020

## Healthy Blue now offering telehealth to members

**Summary of change:** Effective January 16, 2020, Healthy Blue will offer the telemedicine service LiveHealth Online (LHO) for our members. LHO is a mobile app and website (<https://startlivehealthonline.com>) that provides members with a convenient way to have live video visits with board-certified doctors, psychologists or psychiatrists. This service is available through mobile devices or computers from anywhere for nonemergency health conditions.

### About LiveHealth Online

LHO medical doctors are available 24/7, 365 days a year including holidays. Psychology and psychiatry services are available by appointment only. Any Healthy Blue member can access LHO by simply downloading the mobile application and registering to access the tools, resources and information available. Live video doctor visits via LHO are an easy and convenient way to get quality medical care for common health conditions like coughs, colds, cuts, bruises, sprains or strains. LHO visits can also be used to get quality care for nonemergency behavioral health conditions. Prescriptions and/or prescription refills can be provided by board-certified doctors, if needed.

Doctors who have visits with patients via LHO can send prescriptions directly to a member's in-network pharmacy, if needed. A summary of each visit is created, and the member can forward it to their PCP for their records. This valuable ability supports continuity of care and collaboration among providers.

While LHO is a valuable tool for our members, they should also understand the importance of their PCP-patient relationship, and they should make sure to follow up with their PCP after LHO visits. LHO is not intended to, nor should it, take the place of the member's PCP relationship and the services provided by their PCP.

### What if I need assistance?

If you have questions about this communication or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at **1-844-521-6942**.

<https://providers.healthybluelouisiana.com>

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