

LiveHealth Online Instructions for UCSC Students

LiveHealth Online is a service that allows you to talk to a health care provider any time of day, wherever you are. It provides face-to-face conversations with a provider through video visits on your computer or mobile device. You can choose from various medical and mental health clinicians and read their profiles before meeting with them. Most medical visits are short (15 minutes or less); mental health visits are longer. Video visits are available in all 50 states.

Cost

Anyone (regardless of insurance) can contact LiveHealth Online and have a video visit with a health care provider. Depending on your insurance, you may only owe a copay for services. For students with UC SHIP, the cost is the same as your insurance copays for face-to-face appointments: typically a \$25 copay for most medical visits and \$20 for mental health visits (therapy or psychiatry appointments). You don't need to meet an insurance deductible before SHIP begins covering LiveHealth Online video visits. Contact your insurance provider customer service or the UCSC Student Health Center Insurance Department (831-459-2389) if you have more specific questions about whether your insurance plan covers LiveHealth Online. (To register if you have SHIP, see detailed instructions on p. 2.)

If you are not using insurance to pay for LiveHealth Online, the costs are typically \$49 for a medical visit, \$80 to \$95 for a mental health therapy session, and \$175 for a first psychiatry appointment (\$75 for a follow-up psychiatry visit). You will see the cost of your visit before you agree to start the visit.

The cost of any prescriptions will be separate and depend on your insurance plan.

Scheduling an Appointment

To use LiveHealth Online, you will first need to register and submit information about your health insurance. Before your video visit begins, you will need to pay online with a debit or credit card for the cost of your visit.

For medical visits, you don't need a prescheduled appointment and will not have a long wait to start your video session. For mental health visits with a therapist (for counseling) or a psychiatrist (for mental health treatment that may involve medication), you will need to preschedule an appointment.

Medical Appointments in Spanish

Use Cuidado Médico to use LiveHealth Online in Spanish and visit with a Spanish-speaking doctor. Spanish-speaking doctors are available by appointment from 7 a.m. to 11 p.m., 7 days a week. Same-day appointments are available in most states. To use LiveHealth Online in Spanish, set your smartphone or tablet settings to Spanish and download the free LiveHealth Online app. Then sign up or log in and select *Cuidado Médico* to get started.

Mental Health Services Through LiveHealth Online

LiveHealth Online can be used to schedule therapy/counseling appointments to talk about mental health and personal concerns, or to schedule psychiatry appointments (to talk with a medical doctor who specializes in mental health conditions and discuss prescriptions for medications if warranted). *Note that LiveHealth Online mental health services are not designed for crises or emergencies—in a crisis situation, such as imminent risk of suicide, call a hotline (such as CAPS' main number if you are a UCSC student or are calling about a UCSC student in crisis: 831-459-2628), or call 911 if immediate intervention by police or medical emergency personnel is needed.*

Psychology (Therapy/Counseling): Schedule a 45-minute video appointment with a licensed masters- or doctoral-level therapist through LiveHealth Online. You can schedule a follow-up appointment with the same (or a different) therapist if needed. Appointments may be available during days, evenings, or weekends. Visits can cover any sort of mental health or personal concern (e.g., stress, depression, anxiety, panic attacks, relationship issues) but are not meant to address crisis situations.

Psychiatry: Talk to a board-certified psychiatrist (a medical doctor specializing in mental health issues) to get a mental health diagnosis, discuss treatment for a mental health condition, or discuss concerns with current psychotropic medications. LiveHealth Online psychiatrists can prescribe medications for mental health conditions (e.g., depression, anxiety, OCD, bipolar disorder, PTSD) when warranted.

Reasons to Use LiveHealth Online

- You are sick and have trouble getting a medical appointment quickly enough or have difficulty leaving the house to get to an in-person appointment
- You are having trouble finding an available clinician in your area, or the wait for an appointment is too long
- You don't have time to get to in-person therapy or medical appointments during your busy day
- You have transportation issues that would prevent you from attending in-person appointments
- You are traveling outside of Santa Cruz so are unable to see your local health care provider for help with a medical or mental health concern

Instructions for Students with UC SHIP

Step One: Download your Anthem ID card.

From a Mobile Device: Search StudentHealth on the Apple App Store or Google Play store. From there, follow these easy steps:

1. Enter your first name, last name, your UC student ID number, and your date of birth (mm/dd/yyyy), and then go to the next screen. *Note: If you are unable to register, reenter what you typed into the "first name" field by trying one of these options: First name [space] middle name (e.g., Joseph Jayden); first name [space] middle initial (e.g., Joseph J); first name [space] middle initial with a period (e.g., Joseph J.)*
2. On the Credentials screen, select a username (typically firstname.lastname) or use the assigned one.
3. Create a password. A password must contain at least six characters including both a letter and a number. Now you can Login with your username and new password.

From a Computer: Go to <https://mobilehealthconsumer.com/studenthealth> (*Note: Be sure to include the "s" in: https://*)

1. Choose "Register Now."
2. Follow steps 1 through 3 as listed under "From a Mobile Device."

Step Two: Go to <https://www.livehealthonline.com/> and register; you will be asked for the Anthem ID number.