

Anthem EAP & LiveHealth Online

Seeking help is a big step. That's why we've made it easy and convenient.

- Online short-term counseling sessions help members address problems related to work/life balance such as parenting, relationships, managing stress.
- Visits are fully covered under Anthem EAP program. Members call their call center number & speak to a clinician to obtain the EAP coupon code & add LHO EAP service key
- Once EAP visits are exhausted, member can see the same therapist using their behavioral health outpatient benefits.
- Continuity of care allows for online sessions to continue with the same therapist using the Anthem behavioral health benefit through LiveHealth Online Psychology.



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	LiveHealth Online Psychiatry	LiveHealth Online Psychology	Work-Life Solutions EAP
Provider types	Board Certified Doctors	Licensed Psychologists and Therapists	Licensed Psychologists and Therapists
Benefit offered	Medication, if necessary after evaluation	Counseling with Psychologists or Therapists	Counseling with Psychologists or Therapists
Visit length	30-45 minute initial evaluation. 15 minute follow up sessions	45 minute counseling sessions	45 minute counseling sessions
Average wait time	14 days or less	4 days or less	4 days or less
Ages Served	Age 18 and higher	Age 10 and higher	Age 10 and higher

LiveHealth Online Psychology and Psychiatry visits: The member will pay their cost share determined by their plan design and any applicable deductibles, coinsurance or copays. The remainder, if any is submitted for reimbursement just like a visit in the office.

*Prescriptions determined to be a "controlled substance" (as defined by the Controlled Substances Act under federal law) cannot be prescribed using LiveHealth Online.