

## Live Health Online

Amerigroup offers 24/7 non-emergent care for your patients through the virtual service Live Health Online\* (LHO). Common services managed through LHO:

<b>Allergies</b>	<b>Depression</b>
<b>Anxiety</b>	<b>Pinkeye</b>
<b>Cough/cold</b>	<b>Sinus infection</b>
<b>Cuts/bruises</b>	<b>Sore throat</b>
<b>Sprains/strains</b>	<b>And more...</b>

Amerigroup members can now access a doctor, therapist, or psychiatrist through live video on their smartphone, tablet or computer using LHO.

Video visits are no cost to Amerigroup members.

**To participate, members must sign up with LHO.** Signing up is free  
<https://livehealthonline.com> or by downloading the free LHO App.

Signing up for LHO provides the Amerigroup member video access to board certified physicians, psychologists and psychiatrists.

- LHO providers will have the capability to send some prescriptions to their pharmacy if needed.<sup>1</sup>
- A summary of each visit can be created with the member's permission and forwarded to the member's PCP. This valuable ability supports continuity of care and collaboration among providers.
- Spanish speaking doctors are available 7 days a week using Cuidado Médico on LHO through the free mobile app.

Members needing help using LHO, can call **1-888-548-3432 (TTY 711)**.

Members with questions about the health plan or needing translation services should call the Member Services number on the member ID card.

Members with both Medicaid and Medicare and pregnant women covered as CHIP Perinate are not eligible for LHO services.

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 **1-800-454-3730**.

1 Prescriptions determined to be a *controlled substance* (as defined by the *Controlled Substances Act* under federal law) cannot be prescribed using LHO. Psychiatrists on LHO will not offer counseling or talk therapy.

\* LiveHealth Online is the trade name of Health Management Corporation, an independent company, providing telehealth services on behalf of Amerigroup.

<https://providers.amerigroup.com>

Amerigroup members in the Medicaid Rural Service Area and the STAR Kids program are served by Amerigroup Insurance Company; all other Amerigroup members in Texas are served by Amerigroup Texas, Inc.

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