LiveHealth Online
It's quick and easy to get started

You can see a doctor face-to-face in just a few minutes on your smartphone, tablet or computer with a webcam. You can also see a therapist in a few days or less, or a psychiatrist within a week or two. LiveHealth Online is secure and confidential.[1]

Sign up today and get:

1. 24/7 access to doctors for medical services

They can assess your condition, provide treatment options and even send a prescription to the pharmacy of your choice, if needed.[2] It's a great way to get care when the student health center is closed.

2. Care when you need it, for things like:

- Cold and flu symptoms, such as a cough, fever and headaches
- Allergies
- Sinus infections
- Mental health symptoms such as anxiety, stress or the need to talk to a behavioral health specialist

3. Convenience

There are no long waits for medical services. In fact, most people are connected to a doctor in 10 minutes or less. For behavioral health visits, you can get an appointment with a psychologist or therapist within a few days or a psychiatrist within a week or two, based on the availability of the provider.

How much do I pay for an online visit using LiveHealth Online?

For UCSF students enrolled in UC SHIP:

- $0 copay for medical services
- $0 copay for mental health visits

For UCSF students not enrolled in UC SHIP:

- $59 copay for medical services[3]
- $95 copay for a psychologist visit
- $80 copay for a licensed clinical social worker visit
- $175 copay for an initial psychiatry visit + $75 copay for follow-up visits

LiveHealth Online accepts Visa®, Mastercard®, Discover and American Express® cards. Keep in mind that charges for prescriptions aren't included in the cost of your doctor visit.

Scheduling a visit

While you don't need an appointment for medical services, you can make one in advance if you'd like. You will need to make an appointment for behavioral health services.

1. Sign up or log in to LiveHealth Online by visiting **livehealthonline.com** or downloading the app.

2. Choose the provider you'd like to see.

3. Choose from the available appointment dates and times.

4. After you schedule an appointment, you'll get an email confirmation.

On the day of your appointment, log into LiveHealth Online up to 15 minutes before the appointment and select the calendar icon to open your appointment. Choose the green button to start your visit and follow the on-screen messages to begin.

Most members see a doctor in 10 minutes or less for medical services.

Appointments with a psychologist or therapist are usually available within a few days, or a with psychiatrist within a week or two, based on the provider's availability.

LiveHealth Online is a confidential and HIPAA-compliant platform.

Sign up today to get started!

Go to **livehealthonline.com** or download the free mobile app.