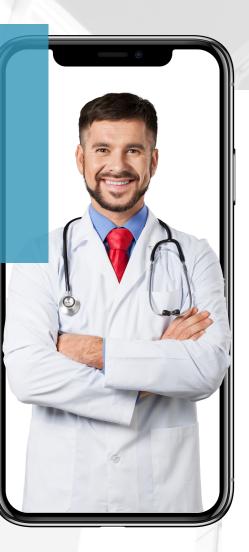


How to Access LiveHealthOnline for Mental Health or Substance Use Assistance



For More Info:



If you or your dependent(s) are seeking outpatient services for mental health or substance use, please know that help is available and accessible from any electronic device with internet access.

You can have a confidential virtual visit with a licensed clinician at www.LiveHealthOnline.com.

Follow the steps below to access assistance through www.LiveHealthOnline.com:

- Create an account at EmpireBlue.com using the information from your Empire insurance card, such as the member ID number.
- On the main **EmpireBlue.com** page, click on the *Telemedicine* box which takes you to **LiveHealthOnline.com** webpage.
- On the webpage, create a **LiveHealthOnline.com** account.
- Select the LiveHealth Online Psychology (for psychotherapy) or Psychiatry (for medication management) box or download the LiveHealthOnline app to your electronic device to access provider biographies and schedules.
- Select a provider and schedule an appointment.
- After the appointment is scheduled, you will be directed to enter credit card information to cover the session fee (\$80-\$90).
- As a result of accessing LiveHealthOnline.com through the EmpireBlue.com portal the fee will be calculated using the active policy information stored in the EmpireBlue.com portal for that member.
- The LiveHealthOnline.com receipt will show the full provider fee even though active Empire BCBS participants will be charged a \$10 copay for psychotherapy, not the amount shown when the transaction is completed.
- LiveHealthOnline.com will send you a confirmation email after the appointment is scheduled and a reminder on the day of the scheduled appointment with a receipt showing the \$10 copay.

For further assistance with Mental Health issues or Substance Use, please contact MEND at 212-366-7590 or MEND@NYCCBF.org.

You Are Not Alone!



