



Benefits Basics #9: Check Out LiveHealth Online®



Now that Anthem BlueCross BlueShield is our PPO Plan network provider, we're benefiting in many ways. This issue tells you what you need to know about LiveHealth Online, a service offered by Anthem that lets you talk to a doctor anytime through your mobile device or computer. Here's what you need to know.

Connect with a Doctor Anytime, from Anywhere—for Free!

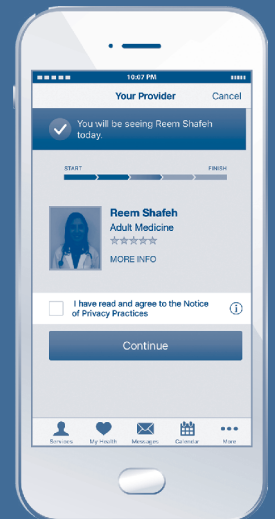
How often have you needed medical care but couldn't get it because you were too busy, weren't near your doctor or needed help after hours? LiveHealth Online lets you skip long waits and visit a doctor from the comfort and convenience of your own home or while you're on the go. You can connect to a U.S.-based, board-certified doctor 24 hours a day, 7 days a week in minutes via two-way video using your smartphone, tablet or computer. *The Fund pays for this service—there is no cost to you!*

You can use LiveHealth Online for common health concerns like cold, flu, fever, rash, infection, allergies and more. The doctor can review your medical history, assess your condition, provide a treatment plan and even send a prescription to the pharmacy you select, if needed.



Get Started Now

Go to www.livehealthonline.com or access the LiveHealth Online mobile app in the iPhone App Store or Google Play (Android) and download it to your device. To learn what mobile devices are supported and get instructions, go to "Frequently asked questions" under the *How it works* tab on the website. If you need help, call the LiveHealth Online Customer Support Call Center 24/7 at **1-888-LIVEHEALTH (1-888-548-3432)**.



IT'S EASY TO GET STARTED

You'll just need to take three steps:

STEP ONE: SIGN UP



Provide your name, email address and a password, then answer a couple questions. You can sign up in a few minutes.

STEP TWO: CHOOSE A DOCTOR

Log in with your email address and password, and you'll be taken to the *See a Doctor Now* page. You'll see information about the doctors who serve your location; the ones with a green *Connect* button are available now.



STEP THREE: START A SESSION



Just click the green *Connect* button to be connected with the board-certified doctor of your choice. If that doctor is seeing another patient, you'll have the option of going to an online waiting room or choosing another doctor who is available at that moment.

Frequently Asked Questions about LiveHealth Online

WHAT ARE THE ADVANTAGES OF USING LIVEHEALTH ONLINE?

With LiveHealth Online, you get:

- Immediate doctor visits through live video
- Private, secure and convenient online visits
- Your choice of board-certified doctors
- Doctors available anytime, anywhere

WHY WOULD I USE LIVEHEALTH ONLINE INSTEAD OF VISITING MY DOCTOR IN PERSON?

LiveHealth Online is not meant to replace your primary care doctor. It's a convenient option for care when your doctor is not available. Also, LiveHealth Online should not be used for emergency care. If you experience a medical emergency, call 911 immediately. But, keep in mind that if your emergency turns out to be *non-life-threatening*, the PPO Plan pays only \$75 of emergency room charges and you pay the balance, which could be as much as \$3,000 per visit. So if you need non-emergency care quickly, LiveHealth Online is a great option.

WHEN IS LIVEHEALTH ONLINE AVAILABLE?

Doctors are available on LiveHealth Online 24/7, 365 days a year.

HOW DOES LIVEHEALTH ONLINE WORK?

When you need to see a doctor, just go to the LiveHealth Online website or access the mobile app. Select the state you're located in and answer a few questions. Establishing an account allows you to securely store your personal and health information. Plus, you can easily connect with doctors in the future, share your health history and schedule online visits at times that fit your schedule.

Once connected, you'll interact with the doctor as if you were in a private exam room.

HOW LONG DOES A LIVEHEALTH ONLINE SESSION WITH A DOCTOR USUALLY LAST?

A typical LiveHealth Online session lasts about 10 minutes.

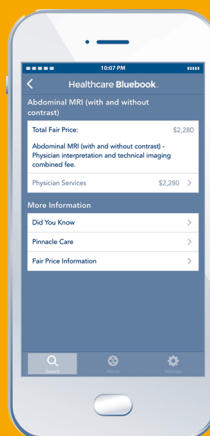
WHAT ARE THE QUALIFICATIONS OF LIVEHEALTH ONLINE DOCTORS?

LiveHealth Online doctors have these qualifications:

- Board-certified
- Average of 15 years practicing medicine
- Mostly primary care physicians
- Specially trained for online visits



Remember to Use Healthcare Bluebook!



Even though we've changed to the Anthem network, you can still use Healthcare Bluebook to save hundreds—even thousands—by using Fair Price providers. Plus, earn up to a \$100 reward each time you use a Fair Price provider for select procedures. Just go to www.healthcarebluebook.com/cc/teamsterslocal14 or download the Healthcare Bluebook app from the App Store on your mobile device.



Questions about Your Benefits?

Contact Zenith American Solutions at (702) 851-8286, or go to www.teamsters14healthfund.com and log in. For assistance, click on "Need help logging in?"