

LiveHealth Online

See a doctor 24/7 at no cost to you — sign up today!

Using LiveHealth Online, Amerigroup Iowa, Inc. members can visit with a doctor day or night through live video from a smartphone, tablet, or computer.

When you can't see your own provider, use LiveHealth Online for nonemergency conditions, like the flu, fever, diabetes and pinkeye. Doctors can even send prescriptions directly to your pharmacy, if needed.*

Sign up in minutes. Just follow these easy steps:



1. Download the free **LiveHealth Online** mobile app or go to **livehealthonline.com**.

2. Choose **Sign Up** to create your LiveHealth Online account.**

**You must be 18 or older to have your own account. A parent or guardian can add a child dependent to their account during the registration process or once they've logged in.

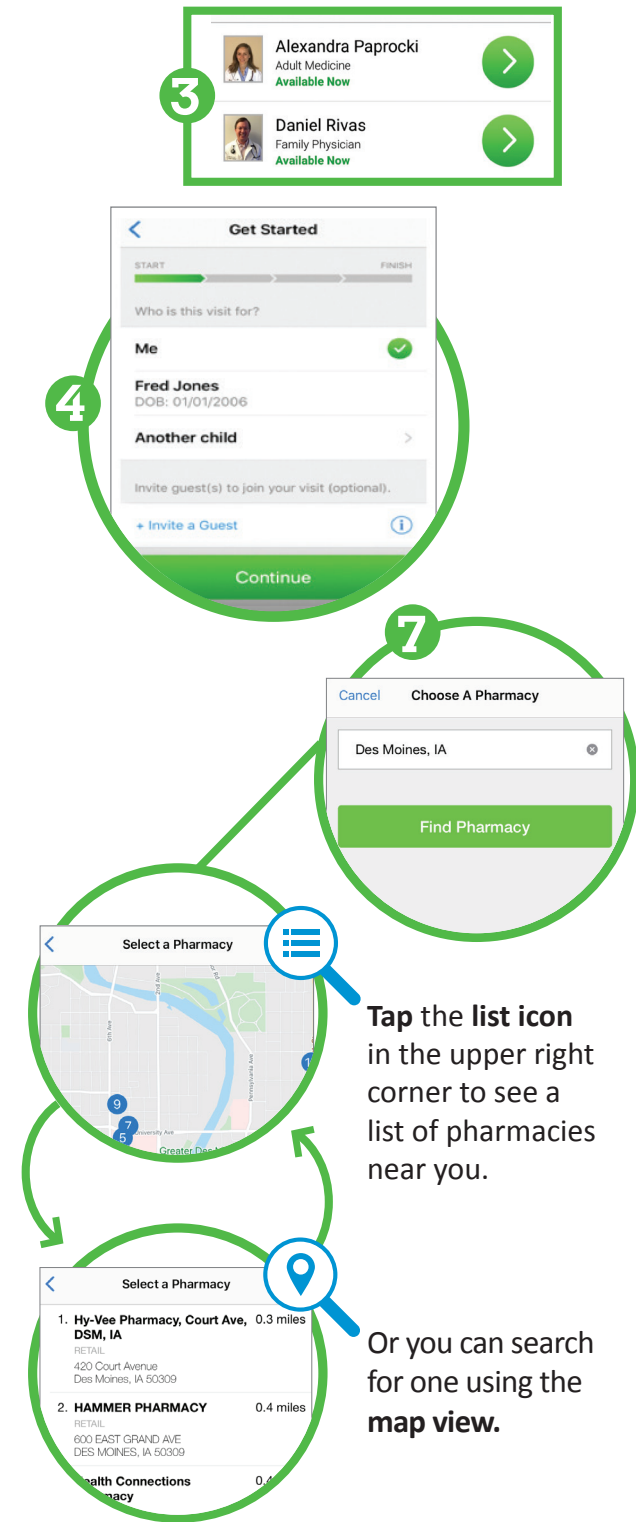
3. Enter your profile information. Here are some tips to help you fill out this part:

- **Name:** Enter your name exactly as it appears on your member ID card.
- **Password:** Don't forget the password you create.
- **Current location:** Choose Iowa.
- **Service key:** Leave blank.
- **Health plan:** Select Amerigroup.
- **Insurance ID:** Enter the subscriber ID from your Amerigroup member ID card.

4. Tap **Continue**, and you're in!

LiveHealth Online is the trade name of Health Management Corporation, a separate company providing telehealth services on behalf of Amerigroup Iowa, Inc.

Visiting with a doctor using LiveHealth Online is easy! **Here's how:**



1. **Log in** to LiveHealth Online using your username (email) and password.
2. **Choose the kind of care you need, such as LiveHealth Online Medical.**
3. **Pick a provider** who's right for you.
4. **Select** who the visit is for. Example: your child. You can also invite a guest to your visit.
5. **Share** the reason for your visit.
6. **Answer** a few questions about your medical history — this information is kept private and only shared with the provider you see through LiveHealth Online.
7. **Find** a pharmacy near you that works with our plan in case a prescription* is needed.
Make sure the pharmacy you pick is in our plan. If you're not sure, use the Find a Doctor tool at www.myamerigroup.com/IA to ensure your pharmacy is in our network, or call the Pharmacy Member Services number on your member ID card.
Enter your location (your city or ZIP code) and tap **Find Pharmacy.**
8. **Review** your insurance (health plan) information and make sure it's right.
9. Tap the **Continue** button to be placed into a virtual waiting room until your visit begins.

Need help using LiveHealth Online?

Call **1-888-LiveHealth (TTY 711)**

24 hours a day, 7 days a week.

Don't wait until your next sick day. **Sign up today!**

Do you need help with your health care, talking with us or reading what we send you? We provide our materials in other languages and formats at no cost to you. Call us toll free at 1-800-600-4441 (TTY 711).

¿Necesita ayuda con su cuidado de la salud, para hablar con nosotros o leer lo que le enviamos? Proporcionamos nuestros materiales en otros idiomas y formatos sin costo alguno para usted. Llámenos a la línea gratuita al 1-800-600-4441 (TTY 711).

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