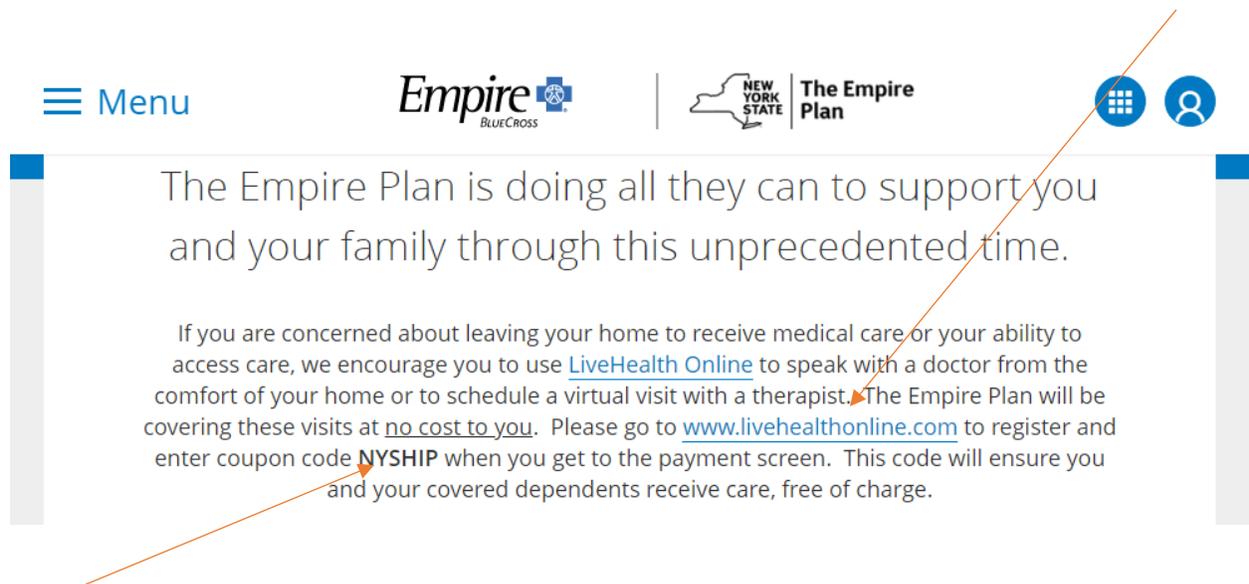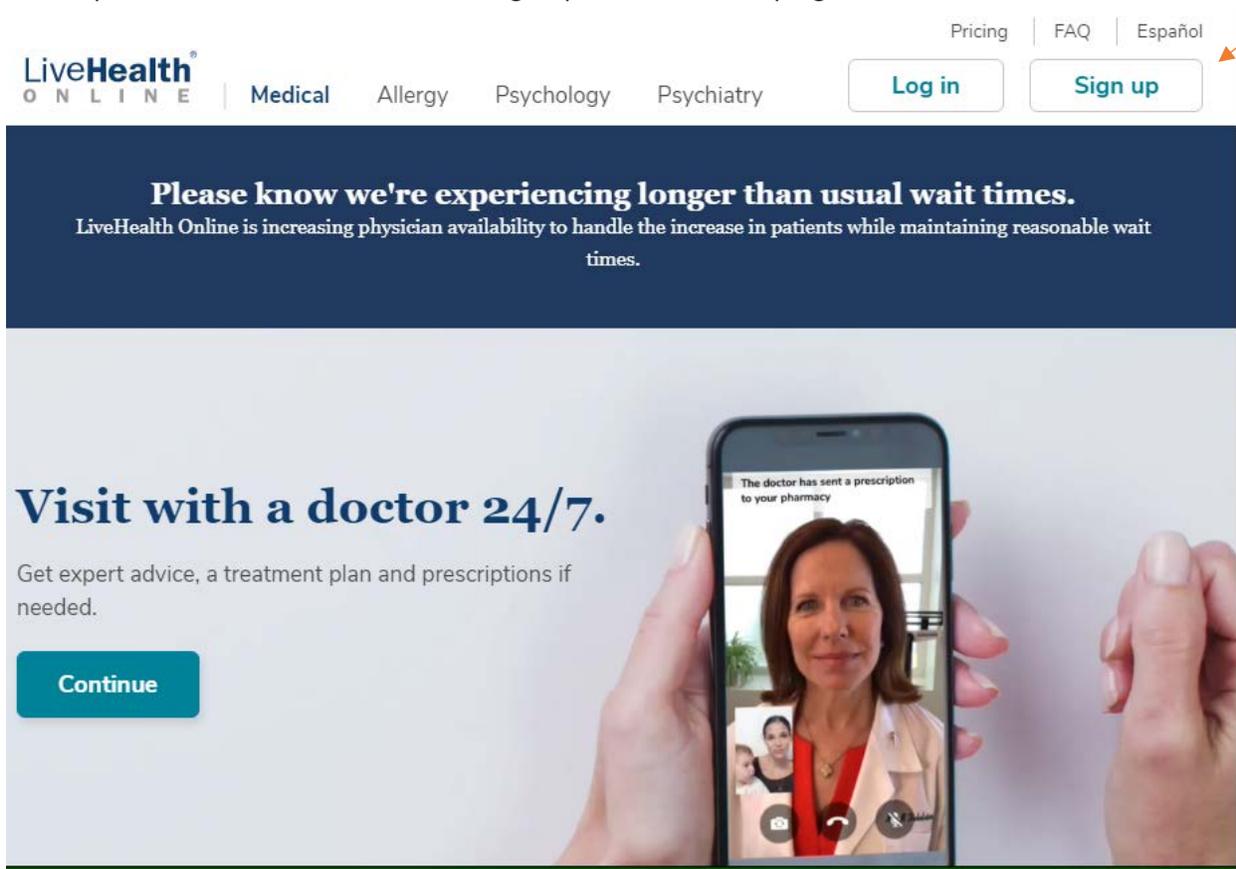March 27, 2020

INSTRUCTIONS FOR MEDICAL VISIT, CLICK HERE FOR INSTRUCTIONS FOR THERAPIST VISIT

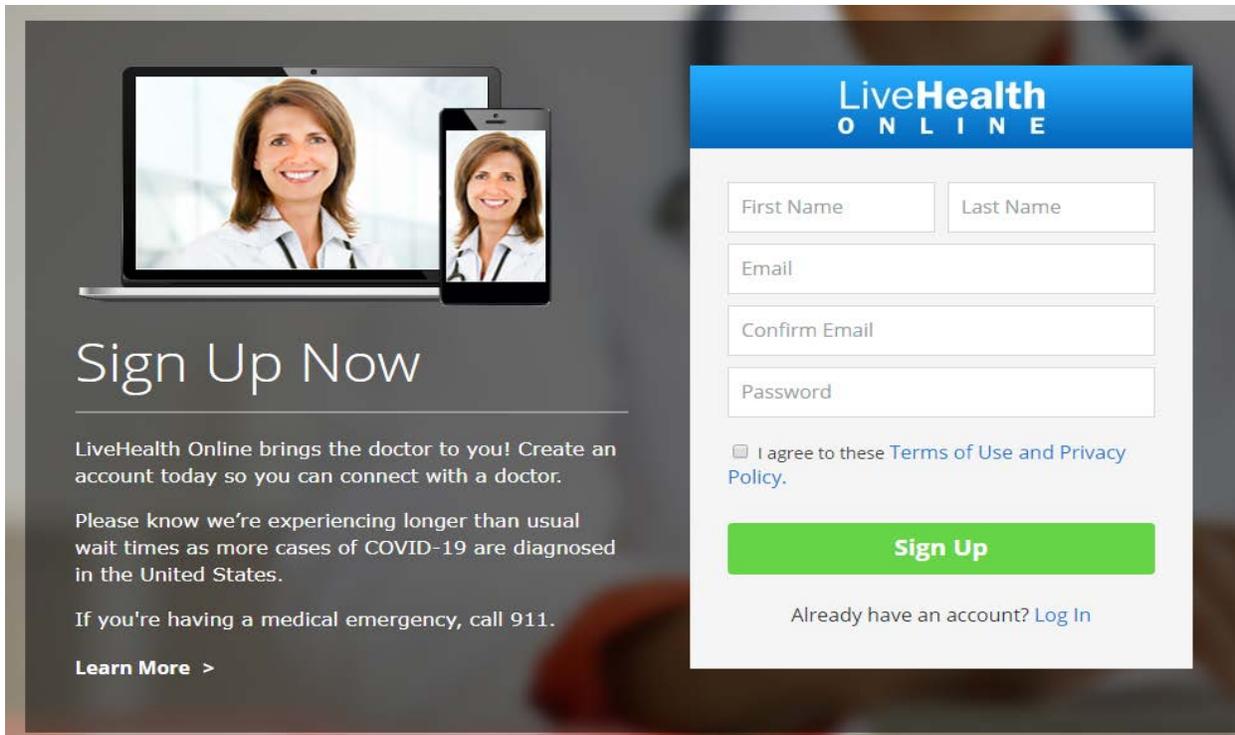Step 1: Go to Empire Plan custom microsite – www.empireblue.com/nys   On this screen, you will see the below screen which will have links to the LiveHealth Online website as well as the coupon code needed to access care, free of charge.

≡ Menue

Empire BlueCross

NEW YORK STATE | The Empire Plan

The Empire Plan is doing all they can to support you and your family through this unprecedented time.

If you are concerned about leaving your home to receive medical care or your ability to access care, we encourage you to use LiveHealth Online to speak with a doctor from the comfort of your home or to schedule a virtual visit with a therapist. The Empire Plan will be covering these visits at no cost to you. Please go to www.livehealthonline.com to register and enter coupon code NYSHIP when you get to the payment screen. This code will ensure you and your covered dependents receive care, free of charge.

Step 2: When member clicks on link to LiveHealth Online (www.livehealthonline.com), below screen will come up. Member will then click on the Sign Up button in the top right corner of the screen.

Step 3: At this screen, member will begin the Sign Up process

Sign Up Now

LiveHealth ONLINE

LiveHealth Online brings the doctor to you! Create an account today so you can connect with a doctor.

Please know we're experiencing longer than usual wait times as more cases of COVID-19 are diagnosed in the United States.

If you're having a medical emergency, call 911.

Learn More >

First Name   Last Name

Email

Confirm Email

Password

☐ I agree to these Terms of Use and Privacy Policy.

Sign Up

Already have an account? Log In

✓ Get Started   Your Visit   Pharmacy   Payment   Your Provider

💬 Your Visit

What would you like to discuss today?

☐ Cold   ☐ Other

☐ Fever   ☐ Rash

☐ Flu-Like Symptoms   ☐ Stomachache

☐ Headache   ☐ Other

What is your current physical address in the event of a medical emergency?

Your Answer

Are you allergic to any medications?

Your Answer

Are you now or could you be pregnant?

Your Answer

📝 Medical History

CONDITIONS	Have you ever been diagnosed with any of the following conditions?

☐ Alcohol Use Disorder	☐ Fibromyalgia
☐ Allergies	☐ Gastrointestinal Bleeding
☐ Anxiety	☐ Glaucoma
☐ Arthritis	☐ Gout
☐ Asthma	☐ Headaches
☐ Atrial Fibrillation	☐ Hearing Loss
☐ Attention Deficit Disorder	☐ Heart Disease
☐ Back Pain	☐ Heartburn, Reflux
☐ Bipolar Disorder	☐ High Blood Pressure/Hypertension
☐ Blood Clots	☐ High Cholesterol
☐ Breast Disease	☐ Immune Deficiency
☐ Cancer	☐ Irritable Bowel Syndrome
☐ Chronic Fatigue Syndrome	☐ Kidney Stones
☐ Chronic Kidney Disease	☐ Macular Degeneration
☐ Chronic Liver Disease	☐ Migraine

✓ Get Started ✓ Your Visit **Pharmacy** Payment Your Provider

🥣 Pharmacy

Where would you like prescriptions sent?

🔘 **CVS/pharmacy #0375**
RETAIL
260 DELAWARE AVENUE
DELMAR, NY 12054
(518) 439-0516

⭕ Another Pharmacy

Back **Continue**

Select Empire BlueCross BlueShield and enter your Empire Plan ID number from your ID card.

✓ Get Started ✓ Your Visit ✓ Pharmacy **Payment** Your Provider

🛡 Insurance

🔘 I have insurance
Insurance may cover all or part of your visits. If your plan isn't listed, you can still have a visit.

Health plan ▼

⭕ I don't have insurance

⭕ My plan isn't listed / Prefer not to answer

Continue

Enter Coupon Code here: NYSHIP

✓ Get Started   ✓ Your Visit   ✓ Pharmacy   Payment   Your Provider

📧 Payment

You're about to be connected with a highly qualified provider. Please enter your payment information below.

Your Cost: **$59.00**   [COUPON CODE]   **Apply**

Price includes only the cost of your visit. The cost of any medications or treatments prescribed as a result of your visit is not included.

Credit Card Information

VISA MasterCard DISCOVER American Express

[Name on Card]

[Credit Card Number]   [Security Code]

[Month ▼]   [Year ▼]

Billing Address

Once Coupon Code entered, cost of visit will drop to $0

✓ Get Started   ✓ Your Visit   ✓ Pharmacy   Payment   Your Provider

📧 Payment

You're about to be connected with a highly qualified provider. Please enter your payment information below.

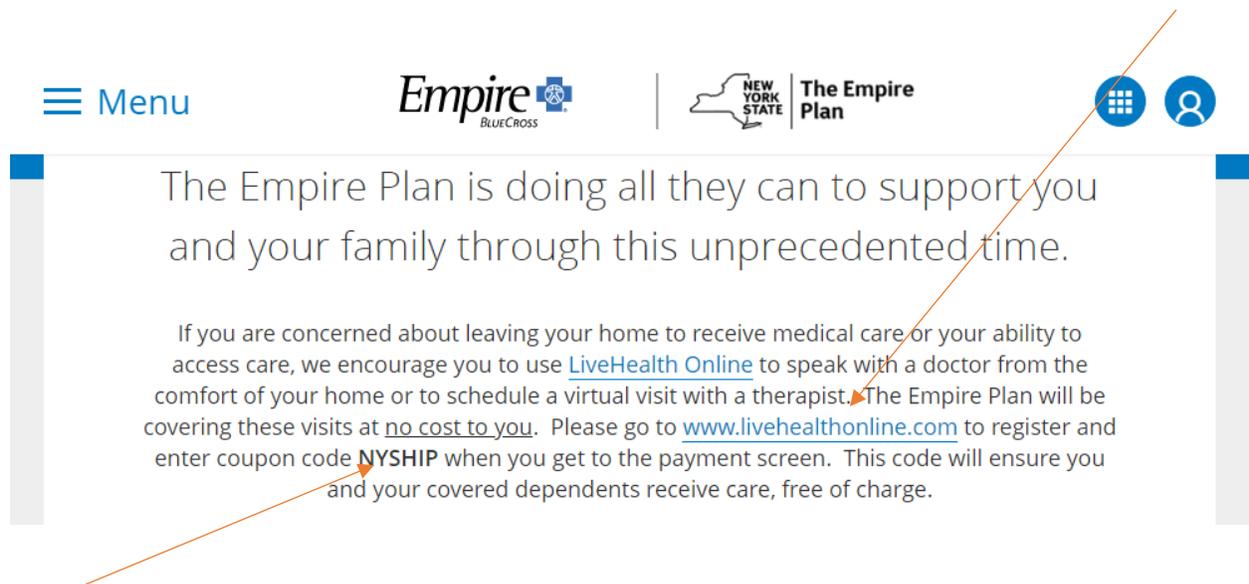**Your Cost:**   **$0.00**   [NYSHIP]   **Apply**

Coupon applied.

Price includes only the cost of your visit. The cost of any medications or treatments prescribed as a result of your visit is not included.

[Cancel]   [Continue]
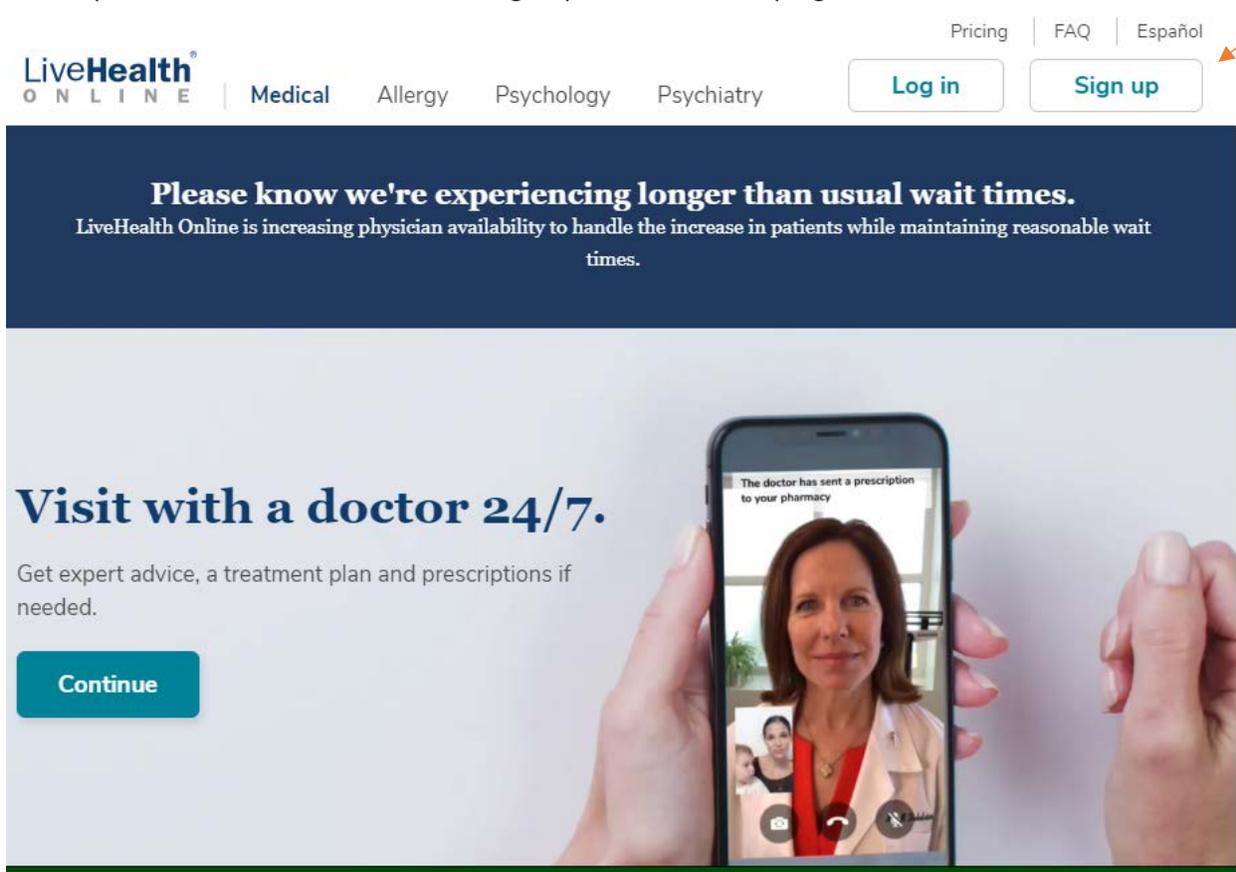
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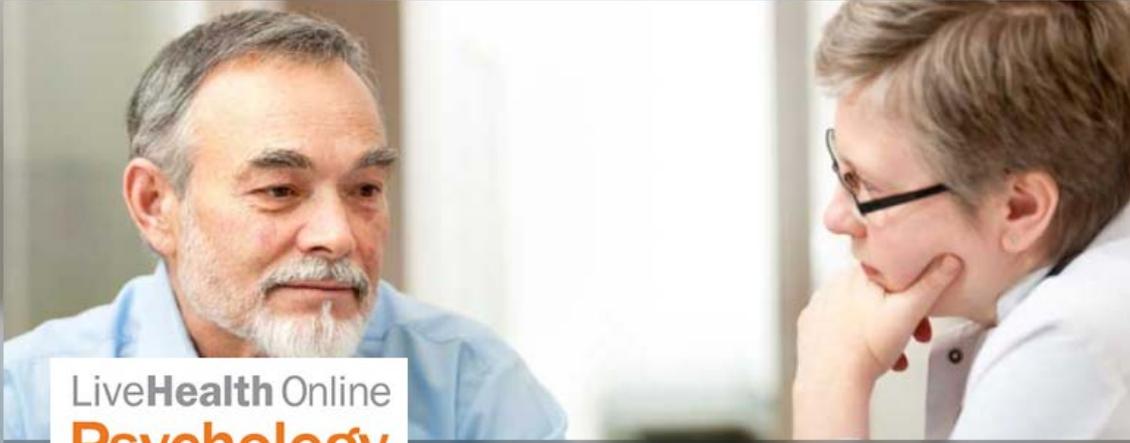If you're having a medical emergency, call 911.

Learn More >

LiveHealth
O N L I N E

| First Name | Last Name |

| Email |

| Confirm Email |

| Password |

☐ I agree to these Terms of Use and Privacy Policy.

Sign Up

Already have an account? Log In

Home   My Providers   My Records   Test My Computer   Add Service Key

LiveHealth Online
Psychology

Psychologists and Therapists are here to help if you're feeling stressed, anxious or need to talk to someone. Please call 1-888-548-3432 7am – 11pm to schedule an appointment or click on the Appointment tab. Online

More ∨

Schedule an Appointment

Choose by Date   ▼

Choose by Provider   ▼

Schedule an Appointment

📅 Choose by Date ▲

March 2020

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

April 2020

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

Thursday, March 26, 2020

Nicole Daisy-Etienne
Psychologist
View Profile >
Visit Cost: $95.00
may be covered by your insurance or employer

9:00 PM   10:00 PM

Visit cost will be waived at the time of the therapist visit once coupon code is entered on the payment screen.

CLOSE

👤 Choose by Provider ▼

📅 Schedule Appointment

Thursday, March 26, 2020 at 9:00 PM EDT with Nicole V. Daisy-Etienne, Psychologist

Who is this visit for?

◉ Myself

○ My child

What phone number should a provider call for follow-up, if needed?*

[Your Phone Number]

[Back] [Continue]

If you prefer to schedule by phone, call 1-888-LiveHealth (1-888-548-3432).

📅 Schedule Appointment - Payment Method

Thursday, March 26, 2020 at 9:00 PM EDT with Nicole V. Daisy-Etienne, Psychologist

Appointment Cancellation Policy: You may be charged $25 if you miss this appointment or cancel the appointment with less than 24 hours' notice. If you need to reschedule or cancel your appointment, visit us online or by calling 1-888-LiveHealth.

Credit Card Information

◉ Use credit card ending in 5818

○ Use a different credit card

[Back] [Continue]

Credit card information required to secure appointment. Credit card will not be charged when scheduling appointment. Credit card will only be charged if appointment is not cancelled within 24 hours.

If you prefer to schedule by phone, call 1-888-LiveHealth (1-888-548-3432).

📅 Appointment Details

Nicole V. Daisy-Etienne
Psychologist
9:00 PM EDT
Thursday, March 26, 2020

Cancel   **Schedule Appointment**

If you prefer to schedule by phone, call 1-888-LiveHealth (1-888-548-3432).