

Before paying \$59 for a LiveHealth Online visit...

Check the following:

Did I choose “Anthem Blue Cross and Blue Shield” as my Health Insurance?

Edit Health Insurance Information



Did I enter my Member ID as listed on my Anthem ID card?



Did I choose the Primary Subscriber correctly?

Note: The Primary Subscriber is the person whose name is on the lefthand side of the card above the Member ID (a.k.a. the “enrollee”). If the patient is **not** the primary subscriber, you must click “no” and fill out the primary subscriber’s information.

Are you the Primary Subscriber?

Yes No

- Choose Relationship -

Primary Subscriber Name

First Name Last Name

Primary Subscriber Date of Birth

Month Day Year

Cancel **Save**

Did I enter the Primary Subscriber name and date of birth correctly?

Did I enter the patient’s name and date of birth correctly?

If all of the above are true and you are still being asked to pay a copay, please call LiveHealth Online at 888-548-3432 for assistance (24/7) before paying \$59.

The cost should be \$0 if all information is entered correctly.