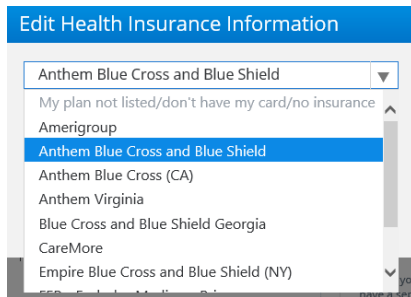


# Before paying \$59 for a LiveHealth Online visit...

Check the following:

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



- ✓ 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 left hand 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.

The form asks "Are you the Primary Subscriber?". It has two radio buttons: "Yes" (unselected) and "No" (selected). Below the radio buttons is a dropdown menu labeled "- Choose Relationship -". Underneath are two input fields for "Primary Subscriber Name": "First Name" and "Last Name". Below those are three input fields for "Primary Subscriber Date of Birth": "Month", "Day", and "Year". At the bottom are "Cancel" and "Save" buttons.

- ✓ 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.**