

Teletherapy



What is teletherapy?

Teletherapy (also referred to as Telemedicine, Telehealth, or Telepsychiatry) is a form of video conferencing allowing licensed psychologists, therapists, and psychiatrists to provide services to clients outside of the office, for example at the client's home or workplace.

LiveHealth - What it is?

Live, on-demand video sessions with licensed psychologists, therapists, and board-certified psychiatrists.

Benefits

As a student, it can be difficult to prioritize your mental health and wellbeing. LiveHealth hours allows for the flexibility to schedule appointments in a time frame that may work best with your schedule. You also have the opportunity to access services anywhere you are located as long as you have access to a smartphone, tablet, or computer.

Who can access LiveHealth (Teletherapy)?

UC Ship insurance holders can access with no co-pay. LiveHealth also accepts other insurances with a co-pay.

How much does it cost?

No co-pay for students who have UC Ship insurance. No referral is needed from CAPS to access this service. LiveHealth directly bills SHIP Anthem Blue Cross (CA) for the telehealth appointment.

Hours of operation?

You are able to schedule appointments 7 days a week via smartphone, tablet, or computer. LiveHealth offers extended hours (7am-9pm) including weekend appointments. Teletherapy also allows you to keep appointments on a more regular basis and you can schedule with the same clinician for recurring appointments.

How to Access LiveHealth Online?

Accessing LiveHealth Online is simple and easy:

- Either go to LiveHealth Online or download the mobile app through Google Play or the App Store.
- Register using your UC SHIP Anthem ID number. If you waived UC SHIP, then simply register without selecting an insurance plan.
- For the question: "Do you have health insurance?" Select "Yes." From the Health Plan drop-down, select "Anthem Blue Cross (CA)" only if you are covered by UC SHIP.
- Enter your Subscriber ID. Your Subscriber ID is found on your UC SHIP insurance card -- you can access this using the StudentHealth mobile app. Your subscriber ID will begin with the characters XDP.
- For the question: "Are you the primary subscriber?" Select "Yes."
- Click "Finish" and you will be directed to a page where you can access LiveHealth Online sessions.

Checkout the website

