

Telehealth Options for CU Health Plan Members

Anthem, Kaiser and UHealth offer affordable, convenient telehealth options for eligible CU Health Plan members

When doctors' offices are fully booked or your health is in debilitating condition, telehealth may prove an effective alternative to receiving in-person services from your healthcare provider. If you receive health benefits under a CU Health Plan, you may already have telehealth options available for times when commuting to an in-person visit is not a feasible option. If your issue is an emergency, call 911 or go to your nearest emergency room; do not seek telehealth services.

Telehealth for Anthem CU Health Plan Members

If you are a member covered under an Anthem CU Health Plan, you may utilize [LiveHealth Online](#), Anthem's telehealth provider. LiveHealth Online is a safe and effective way for members to see a doctor to receive medical, psychological, psychiatric and allergy-related health guidance from their homes via smart phone, tablet or computer-enabled web cam. LiveHealth Online is offered as a health plan benefit to many individual, employer-sponsored and Medicaid and Medicare members. It is also available as a cost-effective option to all consumers.

LiveHealth Online encourages people to consider telehealth for many conditions, including:

MEDICAL

- Flu
- Minor rashes
- Tooth pain
- Pink eye
- Allergies
- Cold and fever
- Sore throat
- Skin infections
- Headache
- Diarrhea

PSYCHOLOGICAL

- Stress
- Life transitions
- Anxiety
- Relationship troubles
- Depression
- Grief
- Coping with illness
- Panic attacks

PSYCHIATRIC

- Stress
- Depression
- Obsessive Compulsive Disorder (OCD)
- Bipolar Disorder
- Anxiety
- Medication concerns
- Panic attacks
- Post-Traumatic Stress Disorder (PTSD)

ALLERGY

- Watery eyes
- Puffy eyes
- Itchy throat
- Minor rashes
- Itching
- Nasal congestion
- Itchy eyes
- Runny nose
- Headache
- Cough
- Sneezing

LiveHealth Online's medical, psychological, psychiatric and allergy services are provided by licensed providers trained to facilitate visits online for non-life-threatening concerns. It is free to sign up for LiveHealth Online and there are no monthly fees. Patients of all ages and in all 50 states can often get the same quality care similar to the cost of an in-person visit. Telehealth offers extended availability for day, night and weekend visits to fit your schedule.

For more info, visit [Anthem for CU Health Plan](#), [LiveHealthOnline.com](#) or call LiveHealth at 1-888-548-3432 for 24/7 support.

UCHealth Telehealth Resources

[UCHealth Virtual Urgent Care](#) is another telehealth alternative available to eligible CU Health Plan members. With UCHealth Virtual Urgent Care, you'll be seen and treated by a UCHealth provider – without the commute to a UCHealth facility. To utilize UCHealth virtual visits, members will need a smartphone or a computer or tablet with a working webcam, speakers and microphone. For the best experience, download Virtual Urgent Care through the UCHealth app.

When to use UCHealth Virtual Urgent Care:

- Seasonal allergies
- Cough
- Cold/flu
- Pink eye
- Sinus infection
- Sore throat
- Urinary tract infection
- Vomiting/diarrhea

When **not** to use UCHealth Virtual Urgent Care:

- If you have suffered a serious injury or have symptoms of a serious condition such as chest pain, difficulty breathing, severe abdominal pain, or have a possible emergency, go to the nearest emergency care location.
- If you need a physical examination, lab work, X-rays or other procedures, you need to see a provider in person.

After you fill out the request for a Virtual Urgent Care visit, the UCHealth virtual team will review your medical questionnaire and history to determine if Virtual Urgent Care is right for you. If not, they will recommend another option for care.

For more info, see [UCHealth.org/services/virtual-visit/](https://www.uchealth.org/services/virtual-visit/).

Telehealth for Kaiser Permanente CU Health Plan Members

Save a trip to your doctor's office and schedule a virtual appointment instead. CU Health Plan members covered under a Kaiser Permanente plan can access telehealth services via phone, email, chat and video without an in-person visit.

For more info, see [My.KP.org/UniversityOfColorado](https://my.kp.org/universityofcolorado) or [KP.org/GetCare](https://kp.org/getcare). Members may also call 303-338-4545 (TTY 711) to speak with a licensed care provider or to schedule a telephone or video appointment. Additionally, members can chat with a doctor on [KP.org](https://kp.org) or on the KP mobile app.

You don't live life in one place, and it is important to have healthcare coverage that goes wherever you do. The CU Health Plan team works diligently with plan carriers to coordinate telehealth options that reduce barriers to care and increase access to care for members in need anytime, anywhere. Questions for the CU Health Plan? Contact us at Info@BeColorado.org.