

Quality virtual care that's now better than ever



Get care on your schedule. Sign up today for LiveHealth Online.

The new and improved LiveHealth Online app and website provide faster, more reliable access to care using the latest secure technology.

Convenient online care, at your fingertips!

Simple to use, easy to understand.

Experience cutting-edge, easy-to-use virtual care. Our improved user interface is clear and clean to get you the care you need, quickly.

Faster access to care – no waiting room!

No need to wait around with the app open for your visit to start. You can close the app, go about your day, and receive an email or text notification with a link to start the visit when your healthcare professional is ready for you.

Stable and secure video connection.

Video technology that responds to your Internet connection speed, giving you and your healthcare professional a stable connection during your virtual care visit. If your connection doesn't support video, your provider may be able to connect over the phone.

Choose a doctor and see them every time.

See the same primary care doctor on an ongoing basis through scheduled video visits.* Get regular personal health visits and checkups. Choose from in-network, board-certified doctors and have the same doctor taking care of you overtime for treatment including: chronic conditions, preventative care, referrals, acute care and more.

Address all your care needs.

Our board-certified doctors can order blood work or imaging as needed, and they can make referrals to specialists, like cardiologists or psychiatrists.

Enhanced virtual care accessibility.

LiveHealth Online also promotes equity by reducing language barriers with interpreter services available during the video visit.



Feel better faster. Our healthcare professionals are standing by to help you and your family with all your whole-person virtual care needs. Download the SydneySM Health or LiveHealth Online app or visit anthem.com or livehealthonline.com to get started.

How to start a visit on LiveHealth Online

Step 1: Download the SydneySM Health or LiveHealth Online app or go to anthem.com or livehealthonline.com and sign up or log into your account.

Step 2: Select “Set Up New Visit”.

Step 3: Choose your insurance plan from the drop-down menu. Select “Continue”.

Step 4: Identify who the visit is for. If the visit is for a child, please add the child’s information to your account. When you are finished, select “Continue”.

Step 5: Enter your current location information. Select “Continue”.

Step 6: On the “Care Category” screen, select the type of visit you need. Then, describe the reason for your visit.

Step 7: Select a pharmacy, in case your provider prescribes medication following your visit. Select “Continue”.

Step 8: Confirm or update your contact information. Select “Continue”.

Step 9: On the “Health Details” screen, add your medical history. This information will help your provider have a better understanding of your health condition. Select “Continue”.

Step 10: On the “Payment” screen, enter your billing information. Select “Continue”. You’re all set! You will receive an text message and email when it is time for your visit.

Tips for visit success:

- Make sure you have good internet connection (WIFI or cell service on your phone or device).
- Choose a quiet, private space.
- Have a pair of headphones close by just in case there is background noise.