

Provider Update

Amerigroup Iowa, Inc. offers web-based provider visits

Summary: Beginning April 1, 2016, Amerigroup Iowa, Inc. will offer virtual provider visits to our members through LiveHealth Online at www.livehealthonline.com. LiveHealth Online is a secure website that allows members with a video-enabled computer, tablet or smart phone to receive a live audio/video consultation with an Iowa-licensed, board-certified provider. These providers can diagnose, make medical recommendations and prescribe medications when necessary for clinically appropriate conditions, such as a cough, cold, fever or flu. In addition, callers to Amerigroup On Call, our telephonic 24-hour triage service, may be offered a LiveHealth Online virtual provider visit, depending on their presenting symptoms.

✦ **What this means to you:** LiveHealth Online will provide our members, your patients, who need after-hours or nonemergent care with a unique and convenient alternative to the emergency room (ER) when they are unable to see their PCP.

Why is Amerigroup offering LiveHealth Online to our members?

Amerigroup is offering LiveHealth Online to members as part of our ongoing effort to enhance access to health care services and to provide alternatives to the ER for nonemergent services. We believe LiveHealth Online will complement the continuum of care options available through our Iowa network providers and other urgent care services.

Amerigroup is also evaluating establishing a limited number of LiveHealth Online kiosk sites in key locations where members can go to receive a LiveHealth Online visit. Additional information on kiosk locations and hours of operation will be provided as soon as that information is available.

How will the Amerigroup member's PCP receive information on the services provided by LiveHealth Online?

Members may download a summary of their LiveHealth Online visit and share it with their PCP.

Can LiveHealth Online providers prescribe medications?

Yes, depending upon state law. Consistent with Iowa telehealth regulations, prescribing medications via video-enabled telehealth visits is permitted in Iowa. If the member is located in another state, that state's telehealth regulations related to prescribing would apply.

Does LiveHealth Online affect a PCP's relationship with the member?

No. Amerigroup members will remain with their designated PCP. LiveHealth Online does not change a member's panel relationship with their PCP.

What if I need assistance?

If you have questions about this communication, received this fax in error or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at 1-800-454-3730.

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