INSTRUCTIONS FOR MEDICAL VISIT, CLICK HERE FOR INSTRUCTIONS FOR THERAPIST VISIT

Step 1: Go to the Empire Plan Hospital Program microsite at www.empireblue.com/nys. On this screen, you will see a link to LiveHealth Online.

Step 2: When member clicks on link to LiveHealth Online (www.livehealthonline.com), below screen will come up. Member will then click on the Sign Up button in the top right corner of the screen.
Step 3: At this screen, member will begin the Sign Up process or login if already registered. Member will also be asked to provide brief medical history.
Medical History

Have you ever been diagnosed with any of the following conditions?

- Alcohol Use Disorder
- Allergies
- Anxiety
- Arthritis
- Asthma
- Atrial Fibrillation
- Attention Deficit Disorder
- Back Pain
- Bipolar Disorder
- Blood Clots
- Breast Disease
- Cancer
- Chronic Fatigue Syndrome
- Chronic Kidney Disease
- Chronic Liver Disease
- Fibromyalgia
- Gastrointestinal Bleeding
- Glaucoma
- Gout
- Headaches
- Hearing Loss
- Heart Disease
- Heartburn, Reflux
- High Blood Pressure/Hypertension
- High Cholesterol
- Immune Deficiency
- Irritable Bowel Syndrome
- Kidney Stones
- Macular Degeneration
- Migraine

Pharmacy

Where would you like prescriptions sent?

- CVS/pharmacy #0375
  RETAIL
  260 DELAWARE AVENUE
  DELMAR, NY 12054
  (518) 439-0516

- Another Pharmacy

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Select Empire Blue Cross and Blue Shield from drop down list. Then enter your identification number exactly as it appears on your Empire Plan ID Card. This will ensure your visit will be free of charge.
INSTRUCTIONS FOR THERAPY VISIT

Step 1: Go to the Empire Plan Hospital Program microsite at www.empireblue.com/nys. On this screen, you will see a link to LiveHealth Online.

Step 2: When member clicks on link to LiveHealth Online (www.livehealthonline.com), below screen will come up. Member will then click on the Sign Up button in the top right corner of the screen.

Step 3: At this screen, member will begin the Sign Up process or login if already registered.
Schedule an Appointment

Choose by Date

Choose by Provider
Visit cost will be waived at the time of the therapist visit once you enter your identification number exactly as it appears on your Empire Plan ID Card.
Credit card information required to secure appointment. Credit card will not be charged when scheduling appointment. Credit card will only be charged if appointment is not cancelled within 24 hours.
Appointment Details

Nicole V. Daisy-Etienne
Psychologist
9:00 PM EDT
Thursday, March 26, 2020

Cancel      Schedule Appointment

If you prefer to schedule by phone, call 1-888-LiveHealth (1-888-548-3432).