FAQ for Web Portal and Mobile App

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Setup

What is the link to the web portal?
https://telehealth.libertyhealthshare.org/

What internet browser works for the web portal?
Google Chrome

Is there a mobile app?
Yes! The Liberty TeleHealth app is compatible with iPhone, iPad, and Android devices and it is available for download via the Google Play store or Apple App store.

What is the name of the mobile app?
Liberty TeleHealth

How do I sign up for Liberty TeleHealth?
As an active Liberty HealthShare member you are automatically eligible to enroll into our telehealth program, but you will still need to sign up by creating a new account. All Liberty members, including those who were enrolled in our past TeleHealth program, must sign-up to use the new Liberty TeleHealth service. You can use the web portal or mobile app to sign up.

Web portal:

Step 1: Go to the Liberty TeleHealth Online Portal from your computer using your Chrome web browser. Click on the left side Patients button. Next, click Sign Up at the bottom of the page.
Step 2: Proceed by entering your Liberty HealthShare **Membership ID number** as well as the **birthdate of the primary account holder** for your membership.
Step 3: Then click the Check Eligibility button to continue.

Mobile app:
Step 1: Open Liberty TeleHealth the app and select Don't have an account yet? Or Sign Up
Step 2: Proceed by entering your Liberty HealthShare **Membership ID Number** as well as the **birthdate of the primary account holder** for your membership.
Step 3: Then click the Check Eligibility button to continue.

For **Android devices**, to select the birth date you must tap on Calendar icon. Next, tap on the Year and you will be given a scroll screen to select the year. After first choosing the year, you can then select your Month then Day.

For **Apple devices**, you will have the option to scroll to select the month, day and year for the birthdate.

Once your eligibility is verified, you will be taken to the next screen where you will enter your information and create a password. You will then be logged into the app!

Please keep in mind that once you sign up for Liberty TeleHealth using the app or web portal, you only need to do so once and you will not need to sign up again. You can move directly to logging into your account.

Login to Liberty TeleHealth

Once you have created your Liberty TeleHealth account, you can log in and receive the benefits of being able to visit a Provider anytime, from anywhere.

Web portal:

Step 1: Use your Google Chrome browser to visit https://telehealth.libertyhealthshare.org.
Step 2: Start by entering your Email address and Password
Step 3: Then click Sign In

Mobile:
Step 1: Open the Liberty TeleHealth app on your mobile device
Step 2: Start by entering your Email address and Password
Step 3: Then click Sign In

What should I do after I log in?

Web portal:
Start creating your profile by clicking your name in the right upper corner of the screen. Then select My Profile then Edit Demographics to update your name, date of birth, and email and contact information. Click Save to save your changes.

Then go to the Chart tab to complete your health information, report allergies, add documents for your doctor, chart your vitals, and see your prescriptions.

Next, click on the Pharmacy tab on the left side and select Change pharmacy then enter your city and zip code to find your preferred pharmacy.

Mobile app: Start by tapping the My Health tab at the bottom of the app to complete your Medical Profile, add documents for your doctor and chart your vitals.

You can then click the Settings tab at the bottom of the app to update your information under My Profile, add dependents under Family Accounts and change or select your local Pharmacy.

Troubleshooting and Support

My microphone or camera isn't working. What do I do?
Please contact our technical support email at telehealthsupport@libertyhealthshare.org.

Can I just use audio for calls with the providers?
Currently, it is required to use a device that has audio and video.

If I have technical issues, who do I contact?
Please contact our support email at telehealthsupport@libertyhealthshare.org.

How do I change my email?
To change your email address, please submit a request to our support team at telehealthsupport@libertyhealthshare.org.

My password is not working on the log in screen. How do I fix this?
We recommend that you first click on the eye icon on the line of the password field and it will have a slash through it. This will allow you to view the password you are typing in to check for accuracy.

What do I do if my password is not working or if I forgot my password?
From the web portal or mobile app log in screen, click the Forgot password link, enter your email address, and click submit. You will be emailed a link to reset your password.

How do I change my password?
You can change your password through the **web portal.** Once logged into your account, click on your name at the top right and then click Change Password. Enter your new password here and click Save when finished.

Where do I edit my profile?
Web portal: Click on your name at top right, then select My Profile, then click on Edit Demographics.

Mobile app: Tap the Settings tab, then My Profile, then tap on the information you would like to change, tap Submit when finished to save changes.

How do I search providers?
Web portal: Click the Find Doctor tab on the left side, near the top. You can then use the search bars to find a doctor by name or by specialty.

Mobile app: Tap the Doctors tab at the bottom left. Then, enter a doctor's name in the search bar, or tap Filter to search by state.

What if there are no providers in my state?
Due to COVID-19, the majority of States and U.S. territories have modified health care provider licensure standards so that patients who reside in the state will have broader access to telehealth providers during the COVID-19 pandemic. While the modifications/waivers are in effect, you may have access to providers in other states as well.

What is the Pre-call test?
This is a button you can use to test your internet speed to make sure everything is working correctly. This should be done prior to connecting with a provider.

Payment Questions

How much do I have to pay for one doctor call?
General consultations for primary care are $40. Specialty consultations are $100.

How do I pay?
Members have two options to pay for their appointments; you can add funds to your account via the web portal or pay directly for the visit when you connect with a provider on the web or through the app.

Web portal: To add funds to your account, which is only available through the **web portal**, click My Wallet on the left side of the screen and enter the amount of money you would like to add in the Enter an Amount bar then click Pay. If you do not want to add funds to your wallet prior to scheduling an appointment, you will be prompted to pay with your credit or debit card once click connect or schedule an appointment.

App: To pay using the mobile app, once you select Video Call or Schedule, you will be first prompted to enter your debit or credit card information for the exact amount of the appointment before connecting to a doctor.

Do you take cash or check?
No, only Visa and MasterCard debit or credit card payments are accepted on the platform.

What should I do if the provider does not answer the video call?
We recommend you send the provider a message on the platform and allow the provider time to call you back before connecting with a different provider. If a provider does not answer your call, your funds will be credited back to your wallet.

How do I request a refund to my debit or credit card?
To request a refund, please submit a request to our support team at telehealthsupport@libertyhealthshare.org. .

How long does a refund take?

Seven to 10 business days, depending on your financial institutions' policies.

Is the messaging tool free?

Yes, although the message feature should be used as a follow-up after a call or used prior to a call for availability questions. The message feature is an additional tool that can be used to get in contact with your doctor, but cannot be used in lieu of a video call.

Where do I see my transactions?

All transactions can be viewed on the **web portal** under **My Wallet**.

Where can I see if I was refunded?

Refunds can be viewed using the web portal by clicking the Visit History tab on the left side. Under Visit History, click Find the Call row and view the Refund Status column.

My Chart/Health Records

Where do I fill in my medical history?

Web portal: On the left side, click on Chart. From there, click the Documents, Vitals, and Allergies tabs to enter your information, click Add when you enter new information to ensure it is saved.

Mobile app: Tap My Health at the bottom, then enter your information in the Medical Profile, Documents, and Vitals tabs.

Where can I see my prescriptions?

Web portal: Click on the Chart tab on the left side, then click on Prescriptions.

Mobile app: Tap the My Health tab at the bottom, then tap Prescriptions.

Where do I add or change my preferred pharmacy?

Web portal: Under the Pharmacy tab, then click Change pharmacy. You can then enter your city and zip code to find your local pharmacy.

Mobile app: Tap settings, then My Profile, then Pharmacy, then Change Pharmacy. From here you can enter your city and zip code to find your local pharmacy.

Where can I see the previous providers I have used?

Web portal: Utilizing the mobile platform, you can set providers as part of your health team by clicking the heart icon in their profile. This will add them to your dashboard on the web portal.

Mobile app: To see your previous providers tap the My Health tab, then tap My Doctors.

Where can I add a photo of myself?
Web portal: Click on your name at the top right, then click My Profile, then Edit Demographics. From this point, you can click the circular camera icon, which will allow you to upload a photo of yourself from your desktop.

Mobile app: Tap Settings in the bottom right, then tap My Profile, then tap the Add Photo camera icon which will allow you to upload a photo from your phone or take one with your mobile camera.

What are Questionnaires?
Questionnaires are assessments for the doctor to review to better accommodate your medical needs. You can only view questionnaires on the **web portal**. If they pertain to your medical issue, you can take the assessment for the doctor to have more information.

Provider Questions

How can do I search for a provider?
Web portal: Go to the Find Doctor tab on the left side. Use the search bars at the top to search by a doctor's name or specialty.

Mobile app: Under the Doctors tab, enter a doctor's name in the search bar, or tap Filter to search by state.

What ways can I connect with a provider?
You may connect with a provider through instant appointments or scheduled appointments. You can start by clicking **Connect Now in the mobile app** or **video in the web portal**, instant appointments are available for those providers whose profiles show **online**.

If the provider you would like to see is **offline**, you may also message providers for availability questions via the messaging tool or schedule an appointment for later.

What happens if I click Video or Connect Now on a provider's profile?
You will first pay for the instant appointment by entering your debit or credit card information before connecting to a doctor, unless you have previously added funds to your wallet via the web portal. Next, you will be connected by video to the provider selected.

How do I learn more about the provider?
Web portal: Click View profile next to the name of the provider that you want to view.
Mobile app: Tap on the provider's name that you want to view and learn more about.

How do I see all the doctors?
Web portal: Go to Find Doctor tab.
Mobile app: Tap the Doctors tab, then tap Filter, then Show all Doctors.

How do I invite my doctor to participate in Liberty TeleHealth?
Liberty TeleHealth offers the unique capability of inviting your own provider to join our network, enabling patients to access their own doctor easily and more frequently.

To invite your provider, please email telehealthsupport@libertyhealthshare.org and include as much information as possible, such as your provider's name, city and state, phone number, email address, and specialty.

Can I message a doctor?
Yes, although the message feature should be used as follow-up after a call or used prior to a call for availability questions. The message feature is an additional tool that can be used to get in contact with your doctor, but cannot be used in lieu of a video call.

Web portal: Go to Find Doctor tab and click Message under the doctor you want to message.

Mobile app: Tap the Doctors tab, then tap Connect on the doctor you have selected, then tap Chat to start a new message.

How can I send a photo to a provider?
In both the web portal and mobile app, you can send a photo to a provider through the messaging tool and during the call. You can also add photos to your documents.

Web portal: On the left side, click on the Chart tab, then click Documents, then Add. Here you can click Choose File to upload a photo, click save when you are finished.

Mobile app: Tap the My Health tab, then tap the Documents tab, then the plus (+) sign. Or, tap the Doctors tab, then Connect, then tap Chat and use the paper clip/attach button to add your photo.

Scheduling an Appointment

How do I schedule an appointment?
Web portal: Select the doctor you wish to connect to under the Find Doctor tab, then click Schedule to view their availability, enter a Reason for Consultation, then Select a time, and then click Request.

After this you will be prompted to pay for the appointment, unless you have already have funds in My Wallet.

Mobile app: Tap the Doctors tab, then tap Connect on the doctor you selected, then tap Schedule and choose a date and time.

Then you will need to Choose a consultation type and click Request at the bottom of the screen. After this you will be prompted to pay for the appointment with your debit or credit card.

Where do I go to see scheduled appointments?
Web portal: Click on the Appointments tab on the left side.
Mobile app: Tap the My Health tab, then tap Appointments.

Where do I go to see past appointments?
Web portal: On the left side, click the Visit History tab, then click Appointments.
Mobile app: Tap the My Health tab, then tap Appointments.

Instant Calls

Can I call a doctor instantly? How?
You may connect with a provider through instant appointments, but instant appointments are available for those providers whose profiles show "**online**".

Web portal: Click the Find Doctor tab, select the patient's name in the drop down menu under the doctor's name and photo, then click the Video icon.

Mobile app: Tap the Doctors tab, select a doctor, and then tap Connect Now if they are online.

Where can I see my instant calls?
Web portal: On the left side, click the Visit History tab, then click Instant Calls.

Mobile app: At the bottom, tap the My Health tab, then tap Visit History.

Can a doctor call me back if they did not answer my video call? Will I be charged again?
The doctor can call you back once you call them at least once. You are not charged for callbacks.

What do I do if a provider does not answer a video call on an instant appointment?
We recommend you send the provider a message on the platform and allow the provider time to call you back prior to connecting with a different provider. If a provider does not answer your call, your funds will be credited back to your wallet.

My Receipts/Encounters

What are My Receipts? Where do I see my past doctor call receipts?
Receipts are the same as encounters.

Web portal: Click the My Receipts tab on the left side.
Mobile app: Tap the My Health tab, then tap Encounters.

Where can I find the billing sheet?
The billing sheet can only be found using the **web portal**, to find the billing sheet click the My Receipts tab, then click View, then Billing Sheet.

Add a Family Member

Can I add a family member to my account? How?
Yes! You can add dependents via the web portal or mobile app.
Web portal: On the left side, scroll down and select the Family Accounts tab, then click Add Child and enter your child's information and click Save when finished.

Mobile app: Tap the Settings tab, then tap Family Accounts, then use the plus (+) sign, then Continue when finished.

What age is a child not a dependent or when can they have their own account?
Parents can transition a child's account to them at age 18.

My child is no longer considered a dependent and they need their own account. How do I do this?
Web portal: On the left side, scroll down and click the Family Accounts tab, click Demographics on the row of the child you wish to establish an account for, click Proceed, enter their email address, and then click Transfer account

Mobile app: Tap the Settings tab, then tap Family Accounts, tap on the child you wish to establish an account for, then turn on Give Portal Access.

Where does my spouse get added?
Adults over the age of 18 need to set up their own account. All Liberty HealthShare members are eligible for the service and your spouse should follow the first time sign up instructions.

I added a child. How do I make sure their name is the one seeing the doctor and not me?
Web portal: Click the Find Doctor tab and there will be a drop-down menu that says Self under the doctor you want to see. Click Self and then select the child's name there and before you connect to a doctor.

Mobile app: Tap the Doctors tab, then tap Connect Now on the doctor you want, then switch the button to family and select the patient's name.

Where do I put my child's chart information?
You can only add your child's chart information on the **Web portal.** To do this, start by clicking the the Chart tab. Then click Documents, then Add, then Select Patient in the drop-down menu and choose your child's name. You can do the same under the Vitals and Allergies tabs, also found under the Chart tab.

How do I edit one of my children's information?
Web portal: On the left side, scroll down and click Family Accounts, find the row for the child whose information you want to change, then click Demographics, then click Edit Details.

Mobile app: Tap the Settings tab, tap Family Accounts, and tap on the name of the child whose information you want to change, then tap the pencil/Edit button at the top right.

Notification Settings

Where else can I see notifications?
Web portal: There is a bell icon at the top next to the messages tab. You will also get an email.

Mobile app: To have alerts sent to your iPhone or iPad, tap the Settings tab, then tap Configure Notifications. Select Configure Notifications once more and you will be taken to your Apple device settings to select how you would like to receive notifications.

To have alerts sent to your Android device, tap settings, then tap the Notifications slider to **ON**.

Where can I see if I have new messages?
Web portal: There is a message icon at the top right next to your name. There will be an indicator number for new messages.

Mobile app: Tap the Notifications or Messages tab.

Where do I see my appointment reminders?
Web portal: There is a floating bar on the screen that will show upcoming mobile appointments.

Mobile app: Tap the Notifications tab.