



## Liberty TeleHealth

### Quick Start Guide for Mobile App

To get started with **Liberty TeleHealth** you can begin by searching for the app, Liberty TeleHealth in either the App Store, if you have an Apple device or Google Play, if you have an Android device.

As an active Liberty HealthShare member, you are automatically eligible to enroll into our TeleHealth program, but you will need to sign up, even if you were enrolled in our past TeleHealth program, by creating a new account.



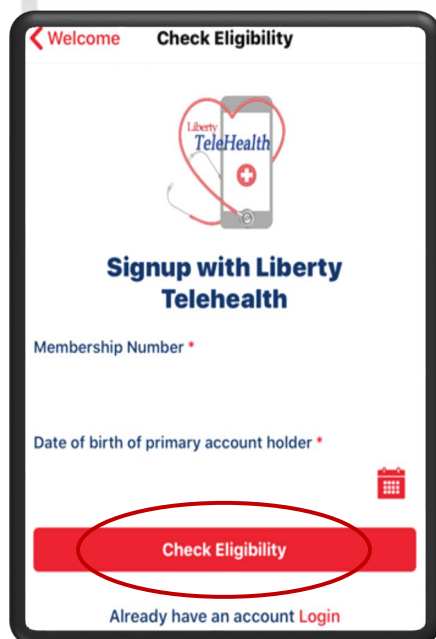
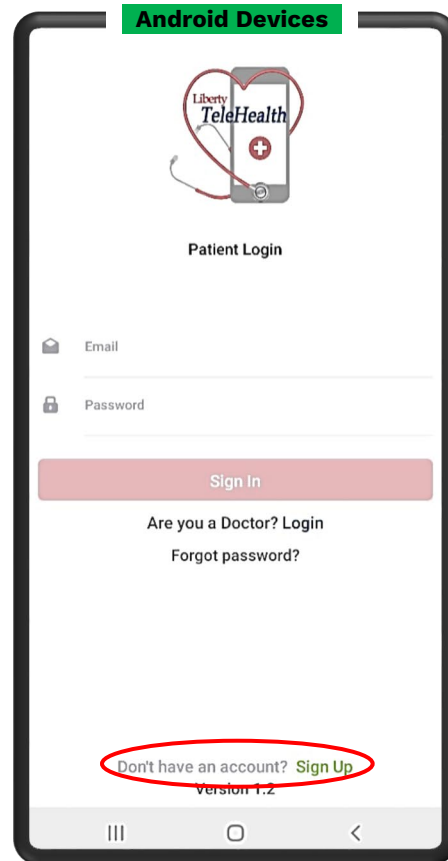
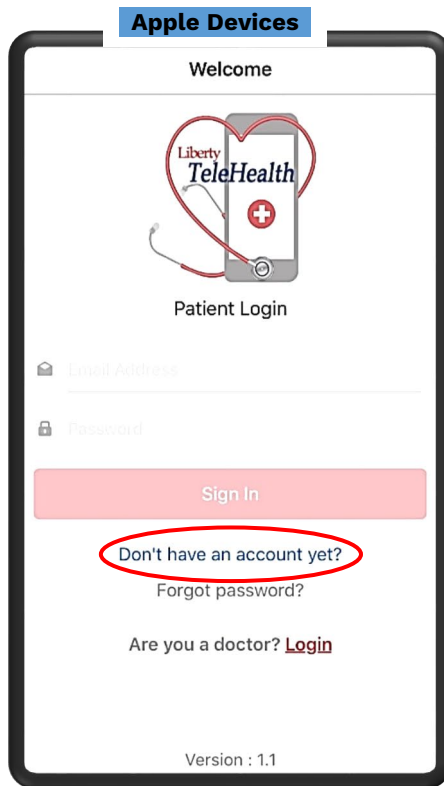
Once you see the app, you can select **Install** or **Get** to download the app to your mobile device.



# First Time Sign Up

## Step 1: Open the App

Select **Don't have an account yet?** or **Sign Up**



## Step 2: Check Eligibility

Proceed by entering your Liberty HealthShare **Membership ID Number** as well as the **Date of birth** of the **primary account holder** for your membership. 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. Then click the **Check Eligibility** button to continue.

**Signup with Liberty Telehealth**

Membership Number \*

Date of birth of Primary account holder (mm/dd/yyyy) \*

09/20/1986

First Name \* Last Name \*

Gender \* ☒ Male ☐ Female

Email ID \*

**Password \***

Passwords must have at least 8 characters and contain both letters and numbers.

Confirm Password \*

Complete Signup

Already have an Account Login

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 you if have already signed up for Liberty TeleHealth using the web app you will not need to sign up again. You can move directly to logging into your account.*

*It is important to complete your profile and health questionnaires on the web portal before you schedule time with a provider.*

## Login to the TeleHealth App

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.

1. To login into your Liberty TeleHealth account start by entering your **Email address and Password**
2. Then click **Sign In**

## Welcome to the Liberty TeleHealth App

Inside the TeleHealth app, you can find a doctor, schedule an appointment, update your health chart, add your dependents, answer questionnaires to send to your physician and keep track of any health conditions you may have.

You can have e-prescriptions sent to the pharmacy of your choice, view your visit history, receipts and more.

To get started we will go through each menu item within the Liberty TeleHealth app to highlight the features and options available for you to use.

**Welcome**

Liberty TeleHealth

Patient Login

Email Address

Password

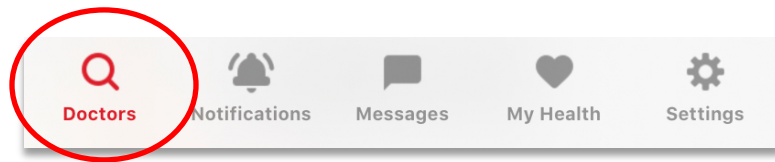
**Sign In**

Don't have an account yet?

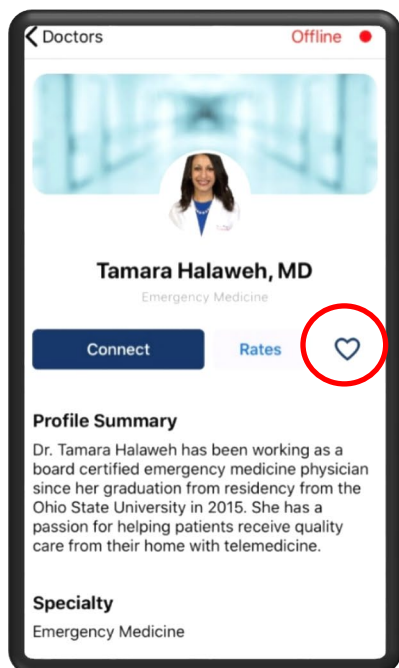
Forgot password?

Are you a doctor? **Login**


## Finding and Connecting with Doctors

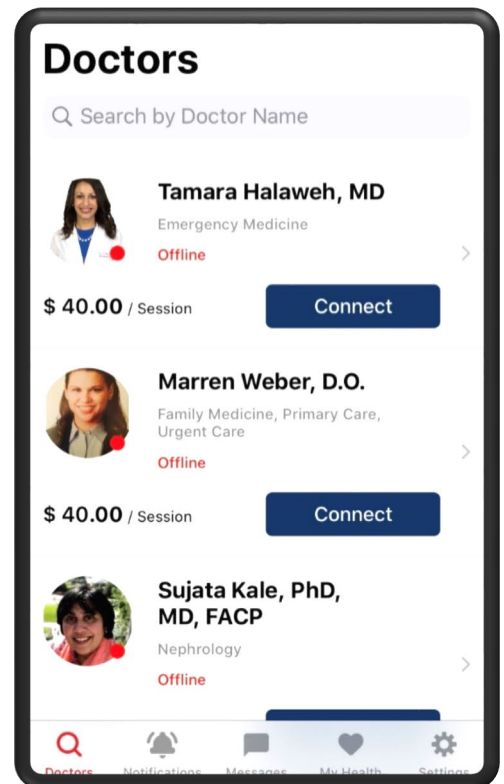


The first tab you will see is the **Doctors** tab, where you will be able to find and connect with our Liberty TeleHealth physicians\*. To search for doctors, you can choose to search Doctors by name using the search bar.



You can click on the doctor's name to see their personal summary, specialty, licensed states, board certifications and the languages they are fluent in.

If you would like to add the doctor to your favorites, you can do so by clicking on the 



### \*NOTICE: COVID-19 PROVIDER LICENSURE WAIVER/MODIFICATION

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 not only in your own state, but in other states as well.

## Meet with a Doctor

You have different needs at different times, so Liberty TeleHealth gives you three simple ways to speak with a doctor: **Video**, **Chat** and **Schedule**. You decide what works best for you.

## View if a Doctor is Online

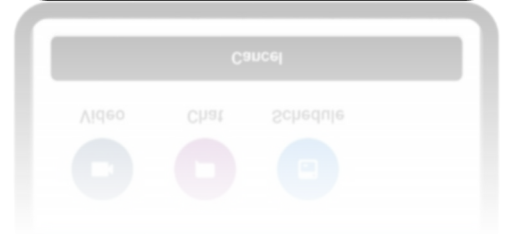
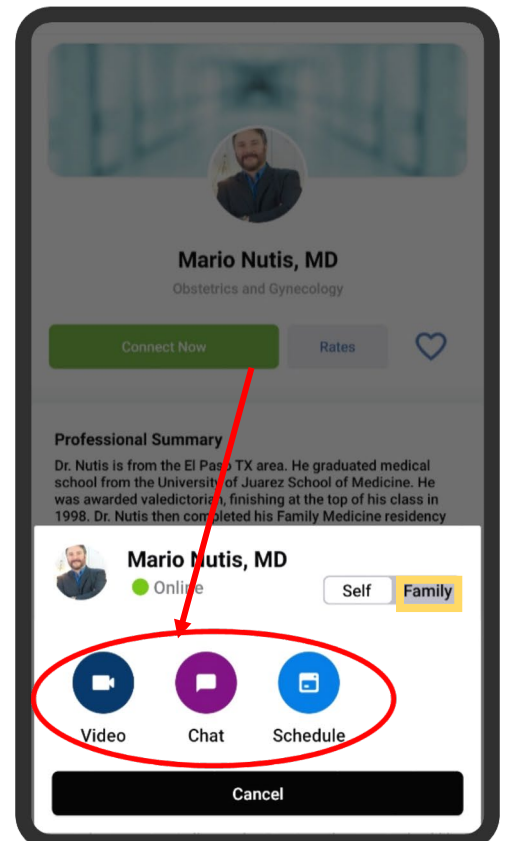
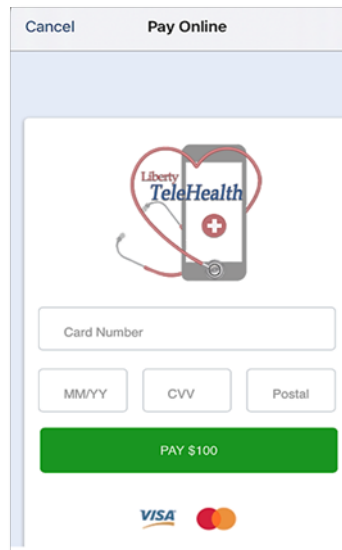
If your doctor is online and available for instant video calls or messages, you will see a **Green dot** by the doctor's photo and **"Online"**.

If you see a **Red dot** next to a doctor's photo and **"Offline"** the doctor is not available for instant videos and messages.

### To have an instant visit with a provider who is **Online**

1. Start by clicking **Connect Now**
2. If the visit is for a child, switch to **Family** and select the name of the child
3. Select the **Video** icon to start your visit
4. Click on **Consultation Type**

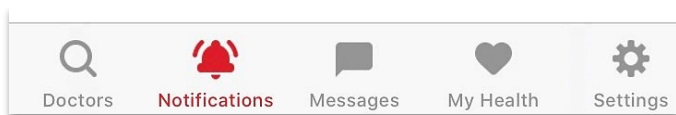
5. Click **Proceed**, then enter your debit or credit card information.  
*Only Visa and MasterCard debit or credit card payments are accepted.*



### If the Provider is **Offline**

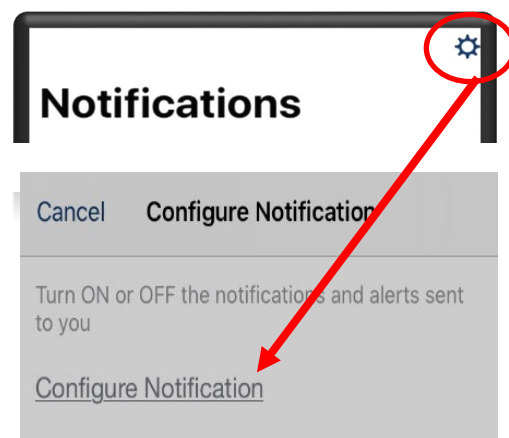
1. You can select the **Chat** icon to send the provider a message or
2. You can select the **Schedule** icon to schedule an appointment for a time that is convenient for you.

## Receive Important Notifications

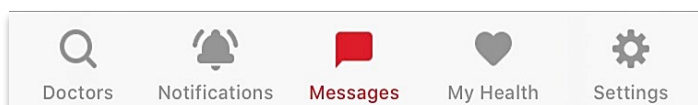


Under the **Notifications** tab you will be able receive and view important alerts and text messages.

1. To set your notifications preference click on the **Gear icon** in the top right corner.
2. To continue select **Configure Notifications**
3. You will then be taken to your device settings to **Allow** notifications



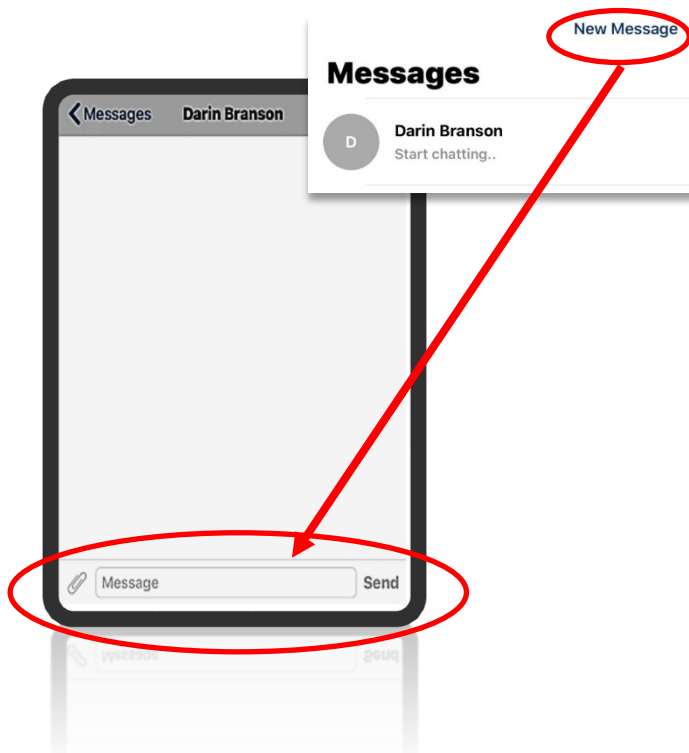
## Communicate Through Messaging



It's important to communicate with your doctor and provide your doctor with details and information about your medical conditions, medications, pharmacy choice and more. The **Messages** tab is where you can communicate with your providers by starting a new message or respond to messages from providers. The message feature should also be used as a follow-up after a call or used prior to a call for availability questions.

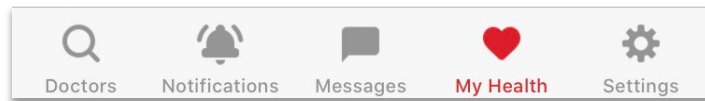
### To Send a Message

1. To send your provider a message, you can start by selecting **New Message** in the right corner.
2. Select the name of the provider you would like to communicate with.
3. Begin typing your message in the **Message bar**.
4. You can attach a photo from your device using the **Paperclip** icon.
5. Once you are prepared to send your message, select **Send**.

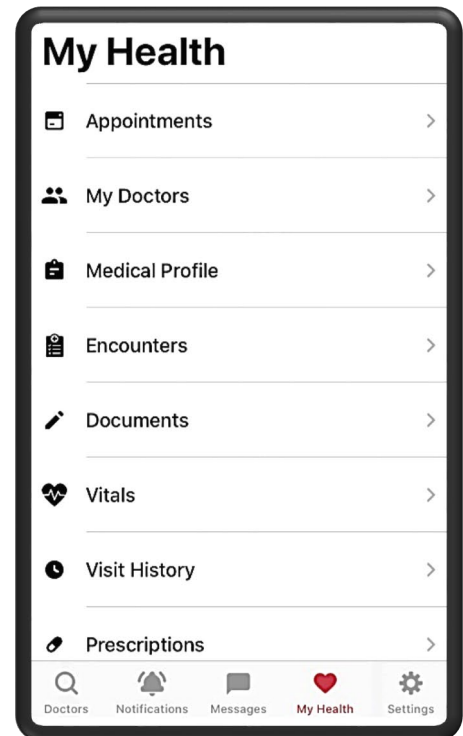




## My Health

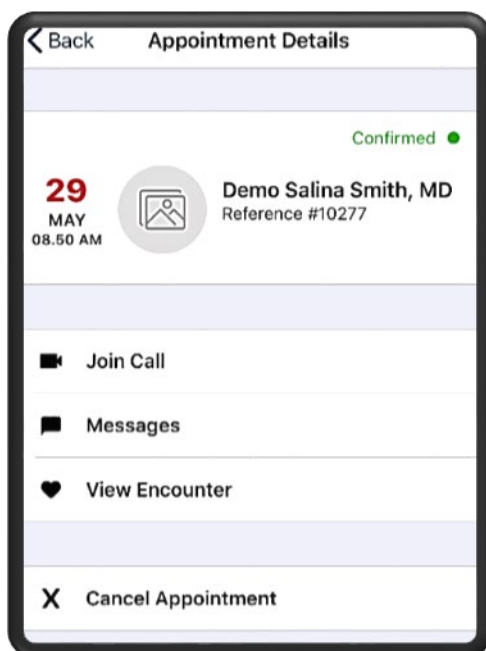
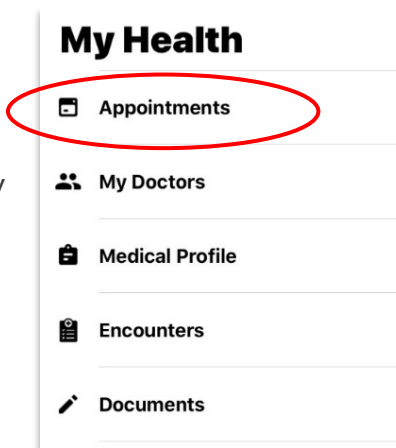


The **My Health** tab is where you can view appointments, preferred doctors and encounters. You can also complete your medical profile and add documents for your doctor, chart your vitals, view your visit history and see your prescriptions.



## Appointments

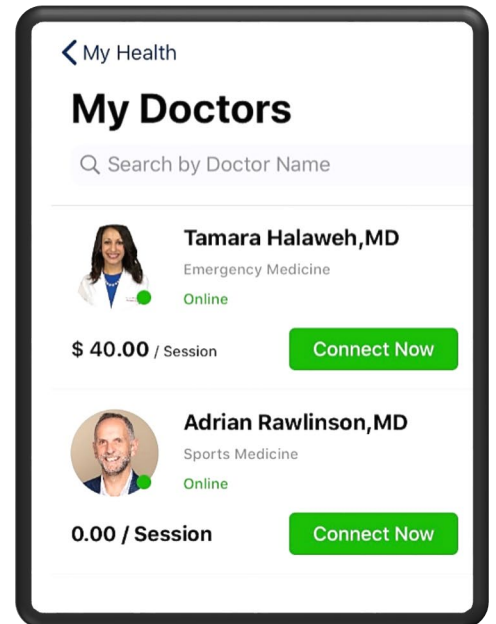
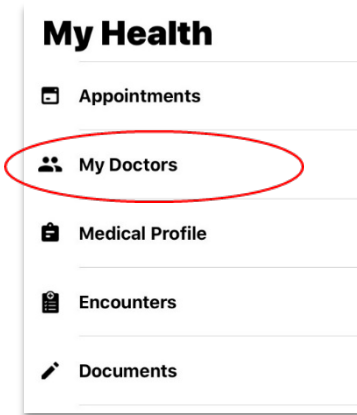
Seeing a doctor when you have a medical concern should be simple and convenient for you. Liberty TeleHealth will let you see or message a doctor anytime, anywhere!



1. To see your scheduled appointments, select the **Appointments** button under the **My Health** tab.
2. Then click on the appointment you want to view.
3. You can then select to **Join Call, Messages, View Encounter or Cancel Appointment.**

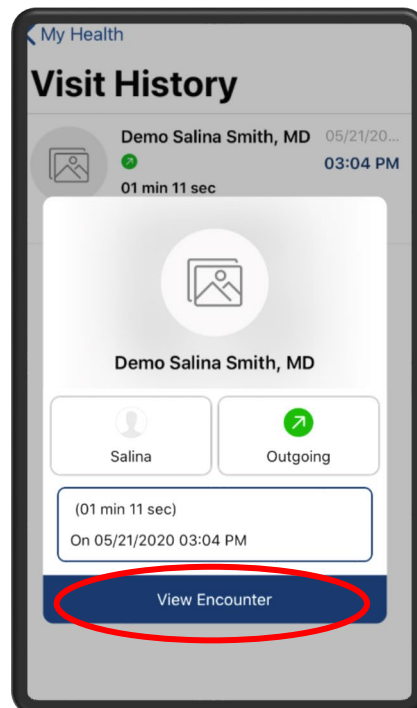
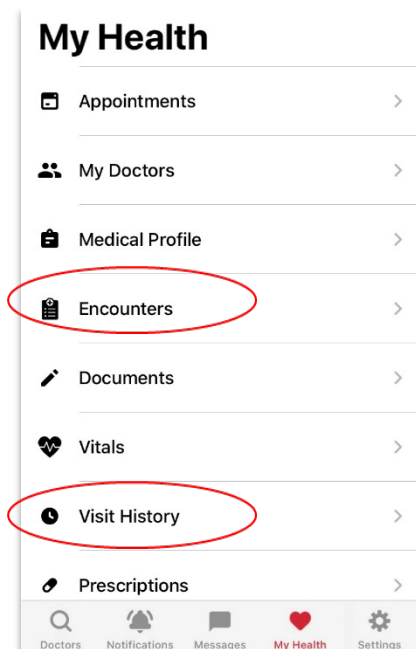
## My Doctors

You can favorite your preferred doctors and continue seeing them for future visits. To find the doctors you have favorited, select **My Doctors** under the My Health tab.



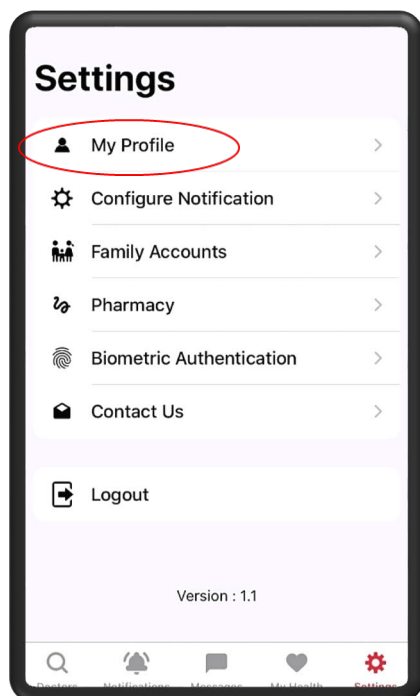
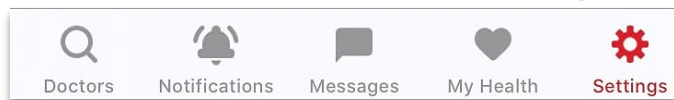
## Encounters and Visit History

All your encounters can be found in the My Health tab. Your call history is also found in the My Health tab. From here, you can also see the encounter by clicking the **Visit History** button.



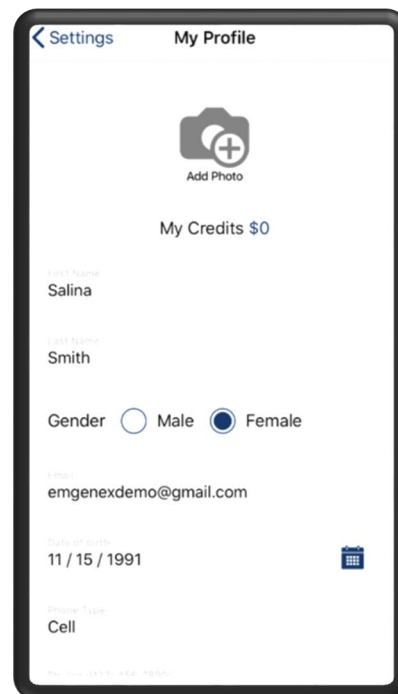


## Complete Your Profile Using the Settings Tab



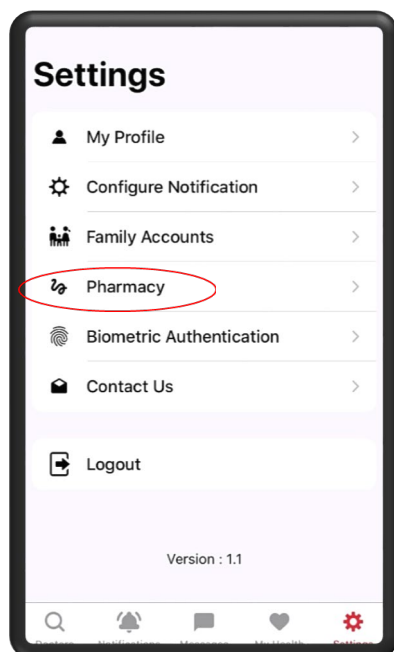
Under the **Settings** tab, you can complete your profile, add your family members, search for your local pharmacy and see your wallet balance.

You can complete your profile by selecting **My Profile**. After filling in your information, select **Submit** to save it



## Pharmacy

It is important to let your doctor know what pharmacy you would like your e-prescriptions sent to. You can select your preferred pharmacy with the **Pharmacy** button found under the **Settings** tab.

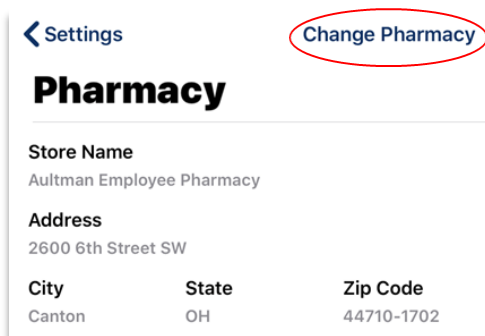
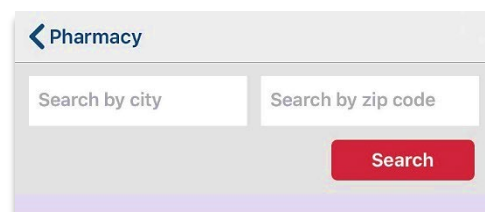


1. To save your preferred pharmacy, select **Pharmacy** under the Settings tab.

2. You can then add your city and zip code, click **Search**.

3. Select the pharmacy you want and click **Confirm**.

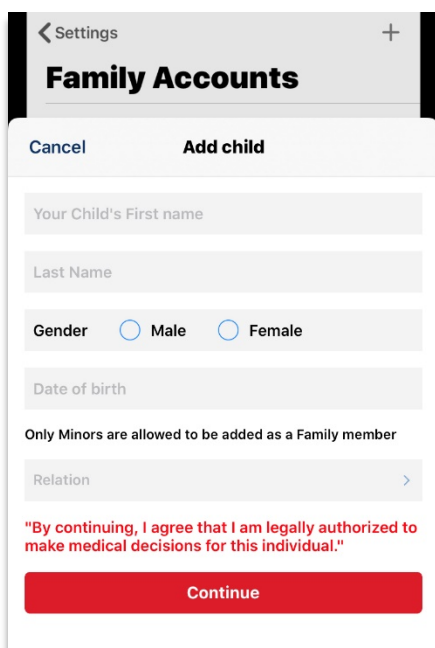
4. Change your pharmacy anytime by selecting **Change Pharmacy** in the top right corner of the Pharmacy tab.



## Family Accounts

Everyone in your family can benefit from the opportunity of TeleHealth. You can easily add a dependent to your account by selecting **Family Accounts** found under the **Settings** tab.

*\* Please remember that only minors can be added as family members, anyone 18 and older must create their own TeleHealth account.*

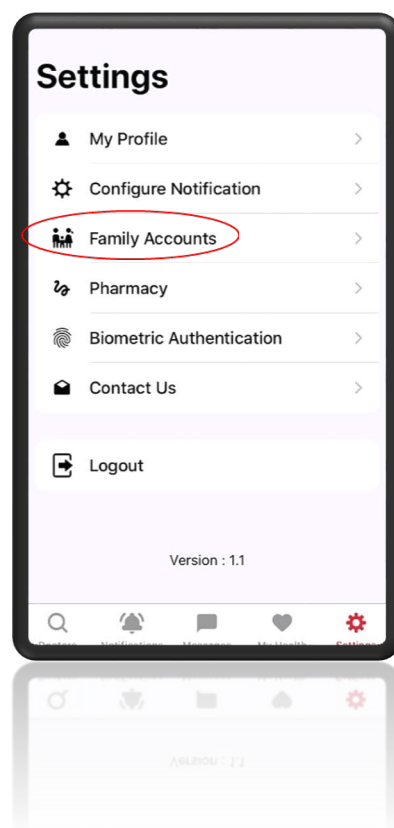


The screenshot shows the 'Add child' form within the 'Family Accounts' section. The form includes fields for 'Your Child's First name', 'Last Name', 'Gender' (with radio buttons for Male and Female), 'Date of birth', and 'Relation'. A note states 'Only Minors are allowed to be added as a Family member'. At the bottom, there is a red 'Continue' button and a disclaimer: 'By continuing, I agree that I am legally authorized to make medical decisions for this individual.'

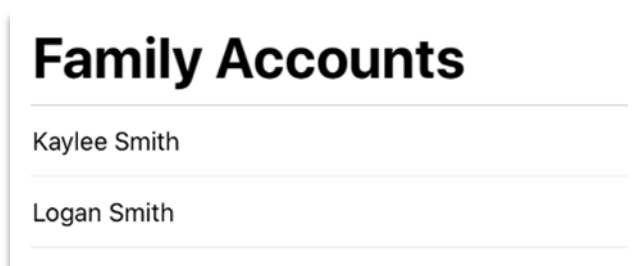
To add a family member, select **Family Accounts**

Then select the **Plus (+)** in the upper right corner to add child's information

Click **Continue** once complete

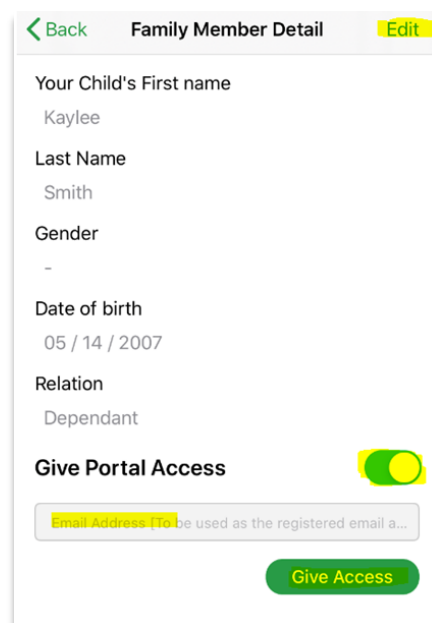


To edit a family member, click on their name and then click **Edit**



The screenshot shows the 'Family Accounts' list with two entries: 'Kaylee Smith' and 'Logan Smith'.

If you want your family member to have their own account, complete their information, switch on **Give Portal Access**, and enter their email address.



The screenshot shows the 'Family Member Detail' form for 'Kaylee Smith'. It includes fields for 'First name', 'Last Name', 'Gender', 'Date of birth', and 'Relation'. The 'Give Portal Access' toggle is turned on. Below it, there is a field for 'Email Address' and a 'Give Access' button.

## Submit a TeleHealth Visit Expense to Liberty HealthShare

After your visit, you will need to submit your expense to ShareBox.

1. Log into your [ShareBox](#)
2. Click **Medical** on the menu located on the left-hand side of the screen
3. In the drop-down menu, click **Expenses**.
4. Once you are in the Medical Expenses page, click **Submit Expense** on the top right-hand side of the screen.
5. Fill out **Reason for Visit** and **Member Information**.
6. Upload your **TeleHealth Receipt** located in the receipt in the left hand-side menu, which includes your **Diagnosis Codes** and **CPT codes**.
7. Complete and upload your **Member Submitted Expense (MSE)** Form.
8. Check for your **ShareBox** for notifications related to your expense.

### Questions?

If you have questions about the Liberty TeleHealth portal,  
Email Telehealth at [telehealthsupport@libertyhealthshare.org](mailto:telehealthsupport@libertyhealthshare.org) or visit our website at [www.libertyhealthshare.org/telehealth](http://www.libertyhealthshare.org/telehealth)