



## Liberty TeleHealth

### How-to Guide for the Online Portal

To get started with **Liberty TeleHealth** on your computer, begin by visiting the online portal at <https://telehealth.libertyhealthshare.org/>

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.

### First Time Sign-In

#### Step 1: Go to the Liberty TeleHealth Online Portal

From your computer, go to the Liberty TeleHealth portal. Click on the left side **Patients** button.

Next, click **Sign Up** at the bottom of the page.

A screenshot of the Liberty TeleHealth online portal. At the top, there is a logo with a heart and a smartphone. Below the logo are two buttons: "Patients" (circled in red) and "Providers". The main heading is "Patient Login". Below this are two input fields: "Enter email" and "Enter password" (with an eye icon for toggling visibility). A red error message "This field is required" is visible below the password field. To the right of the password field is a link "Forgot password?". Below the input fields is a blue "Login" button. At the bottom, there is a link "Don't have an account yet? Sign Up" (with "Sign Up" circled in red).

## Step 2: Check Eligibility

Proceed by entering your Liberty HealthShare Membership ID number as well as the birthdate of the primary account holder for your membership. Then click the **“Check Eligibility”** button to continue.

*\*Please keep in mind that you if have already signed up for Liberty TeleHealth using the app, you will not need to sign up again. You can move directly to logging into your account.*



## Signup with Liberty Telehealth

Membership Number \*

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

mm/dd/yyyy

This field is required

Check Eligibility

Already have an Account Login

## 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**.

## Login to the TeleHealth Web Portal

Once you have created your Liberty TeleHealth account, you can now 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 Web Portal

Inside the TeleHealth portal, 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.

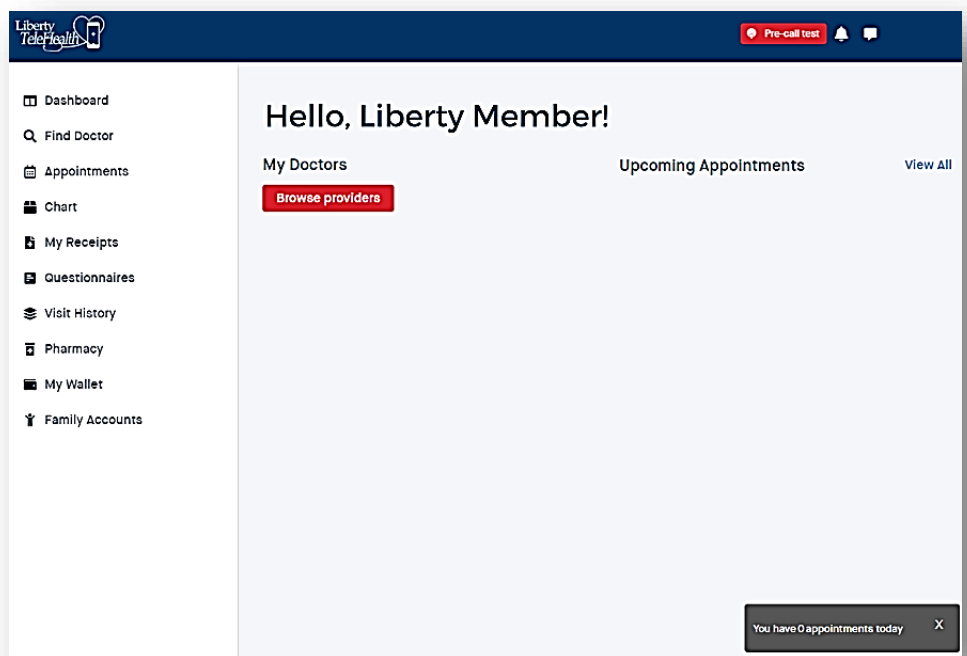
You will also be able to have e-prescriptions sent to the pharmacy of your choice, see your visit history and receipts at any time and more.

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

## Inside the Portal

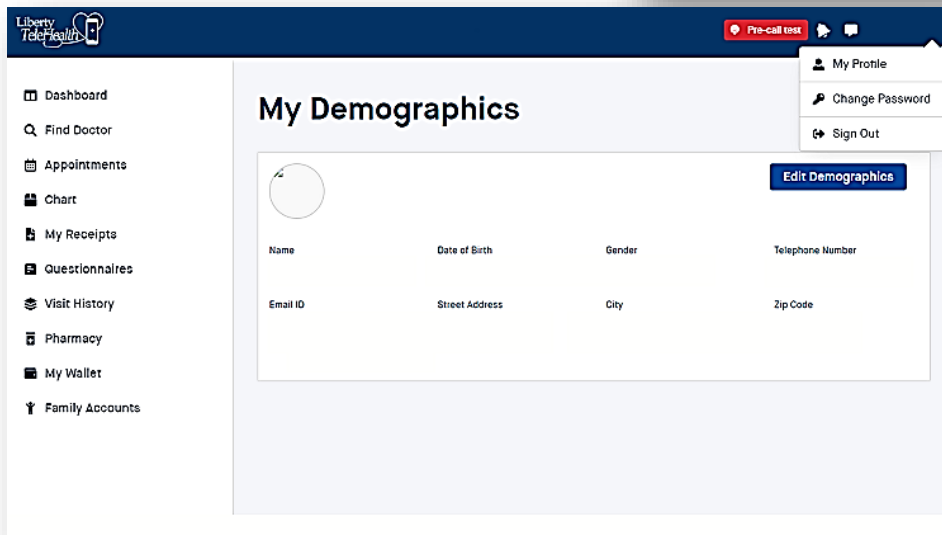
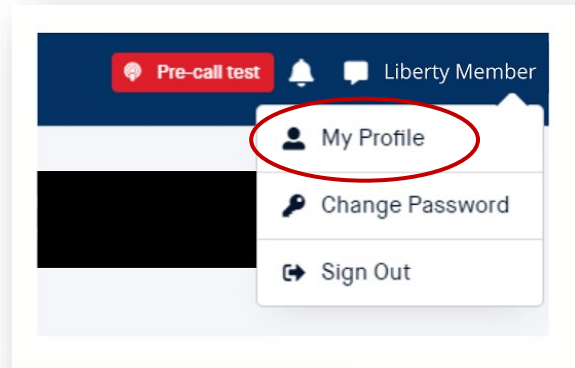
### Dashboard

Before searching for a doctor and scheduling an appointment, create your profile and update your health documents.



## Complete your Profile

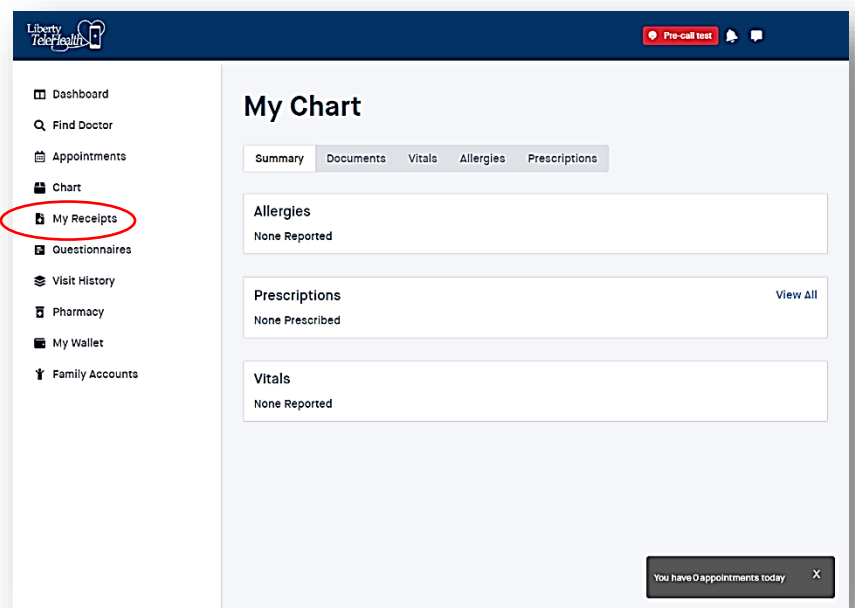
Update your name, date of birth, email and contact information by clicking on the **My Profile** and **Edit Demographics**. Click **Save** to save your changes.



## Complete “My Chart”



The **Chart** icon on the left-hand side of your menu is where you can enter your health information, report allergies, add documents for your doctor, chart your vitals, and see your prescriptions.



## Adding Dependents

### Family Accounts

Everyone in the family can benefit from the opportunity of TeleHealth. You can easily add a dependent who is enrolled in your Liberty membership to your TeleHealth account by selecting “**Family Accounts**” found on the left hand side menu. Please remember that only minors can be added as family members, anyone 18 and older must create their own TeleHealth account.

1. To add a family member, start by selecting **Family Accounts**.
2. Then click the **Add child** button in the upper right corner.
3. Fill out your child’s information.
4. Click **Save** once complete.

### Family Accounts



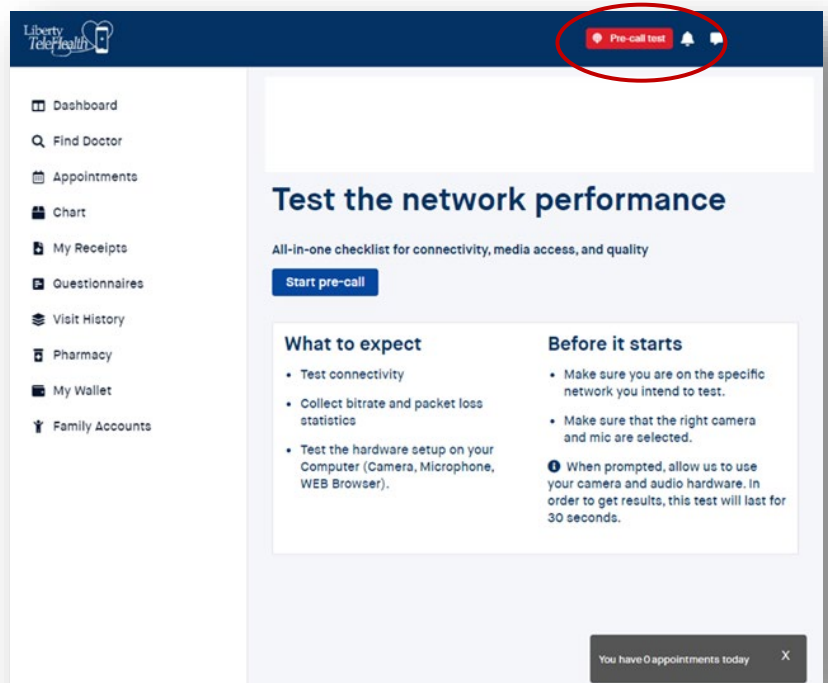
Family Member	Medical Record ID	Relation	Date Of Birth	View Demographics
				<a href="#">Demographics</a>

Once your dependent reaches 19 years of age, you can transfer their account to a new TeleHealth account. You can click **demographics** and click **proceed** to transfer account.

## It’s Time to Schedule an Appointment!

**Before scheduling a doctor’s appointment, remember to complete a pre-call test!**

Before using the TeleHealth portal to speak with a doctor, make sure to do a pre-test call to test your computer, camera and speakers.



Liberty TeleHealth

Pre-call test

Dashboard

Find Doctor

Appointments

Chart

My Receipts

Questionnaires

Visit History

Pharmacy

My Wallet

Family Accounts

### Test the network performance

All-in-one checklist for connectivity, media access, and quality

[Start pre-call](#)

#### What to expect

- Test connectivity
- Collect bitrate and packet loss statistics
- Test the hardware setup on your Computer (Camera, Microphone, WEB Browser).

#### Before it starts

- Make sure you are on the specific network you intend to test.
- Make sure that the right camera and mic are selected.

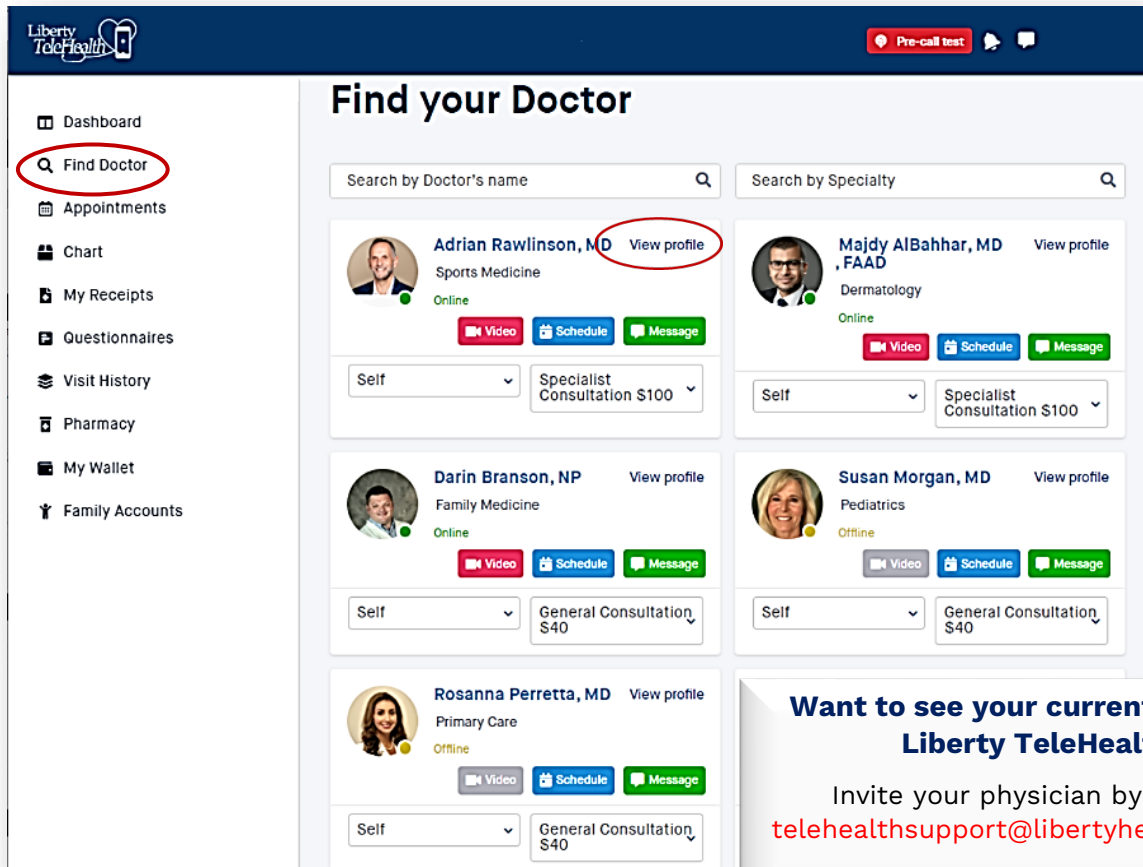
**i** When prompted, allow us to use your camera and audio hardware. In order to get results, this test will last for 30 seconds.

You have 0 appointments today X



## Search for a Doctor




 Find Doctor




Seeing a physician when you have a medical concern should be simple and convenient for you. You can schedule an appointment, message or video connect with a doctor, anytime, anywhere!









**Find your Doctor**




Search by Doctor's name  Search by Specialty 

**Adrian Rawlinson, MD** [View profile](#)  
Sports Medicine  
Online  
    
Self  Specialist Consultation \$100

**Majdy AlBahhar, MD, FAAD** [View profile](#)  
Dermatology  
Online  
    
Self  Specialist Consultation \$100

**Darin Branson, NP** [View profile](#)  
Family Medicine  
Online  
    
Self  General Consultation \$40

**Susan Morgan, MD** [View profile](#)  
Pediatrics  
Offline  
    
Self  General Consultation \$40

**Rosanna Perretta, MD** [View profile](#)  
Primary Care  
Offline  
    
Self  General Consultation \$40

**Want to see your current doctor on Liberty TeleHealth?**  
Invite your physician by emailing [telehealthsupport@libertyhealthshare.org](mailto:telehealthsupport@libertyhealthshare.org)

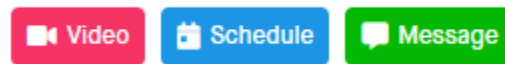
- Search for a doctor by clicking on **Find Doctor** in the left-hand side menu.
- View a doctor's profile by clicking on **View profile** under the doctor's name. You can see their personal summary, specialty, licensed states, board certifications and the languages they are fluent in.

### **\*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**, **Schedule** and **Message**. You decide what works best for you.



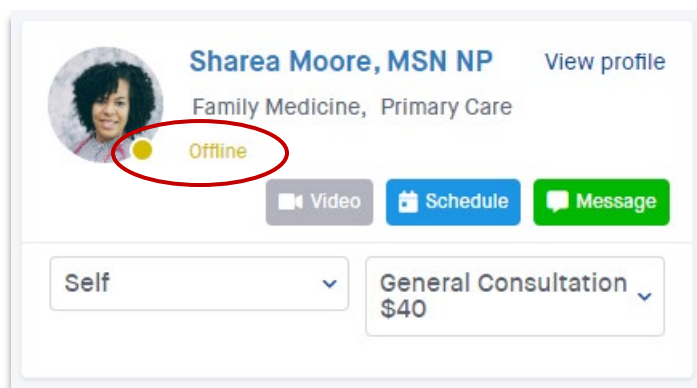
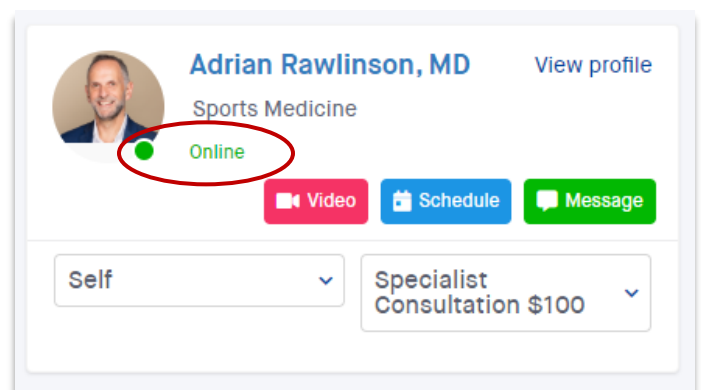
- **Video** calls will connect you via your computer camera
- **Schedule** will connect you with available calendar times
- **Message** will connect you to the chat feature inside TeleHealth

## 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 the word **'Online'** in green.

To have an instant visit with a doctor who is online:

1. Select the **Video** button to start your visit.
2. Enter your **Payment Information**. Only Visa and MasterCard debit or credit card payments are accepted on the platform.



## If the Provider is Offline

If you see a **Gold dot** next to a doctor's photo and the word **'Offline'** the doctor is not immediately available for instant visits.

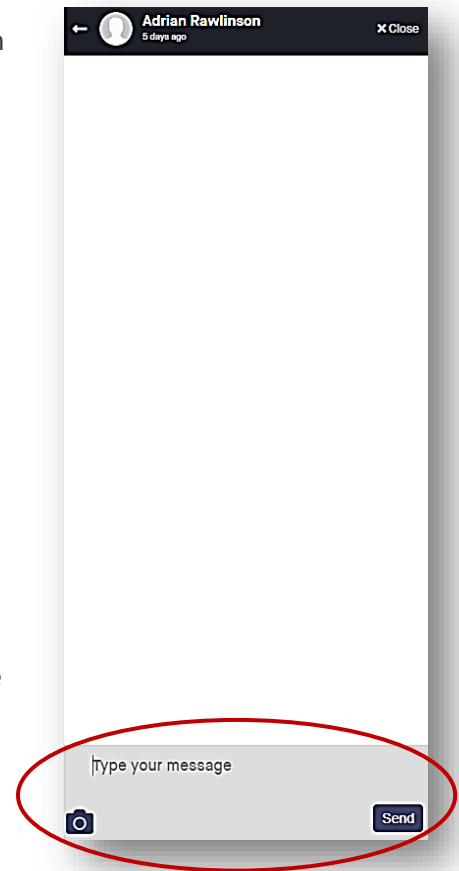
1. You can select the **Message** button to send the provider a message or
2. You can select the **Schedule** button to schedule an appointment for a time that is convenient for you.

## Communicate With Your Doctor through Messaging

The **Messages** button is where you can reach doctor by starting a new message or responding to messages from a doctor. The message feature should be used as a follow-up after a call or used prior to a call for availability questions.

### To Send a Message

1. Select the name of the doctor you would like to message
2. Select the **Message** button on the doctor's card you choose
3. Type your message in the **Message bar**
4. You can attach a photo from your computer by clicking on the **camera icon**
5. Click on a **photo** from your computer. The photo will automatically upload and show as sent in the message to your doctor



## Communicate with your Doctor

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.

### Questionnaires

#### Questionnaires

Fill out the questionnaires applicable to you or required by your doctor before your appointment, so that your doctor can best serve you.

**Please note:** Some e-prescriptions won't be sent to you pharmacy unless the requested questionnaires are completed.

### Questionnaires

Select a Questionnaire \*

Add

Category

Family Medicine

Update

Family Medicine

View

Cardiology checklist

Take Assessment



## Choose Your Pharmacy



Store Name	Address	City
AcaciaHealth Pharmacy #17, Inc.	6923 Lee Vista Blvd, Suite 200	Orlando
State	Zip Code	Primary Fax
FL	32822	8775411503

Store Name	Address	City
AcaciaHealth Pharmacy #18, Inc.	260 FORDHAM RD STE E	WILMINGTON
State	Zip Code	Primary Fax
MA	01887	8775411503

Store Name	Address	City
Accredo	1640 Century Center Parkway	Memphis
State	Zip Code	Primary Fax
TN	38134	8883021028

Store Name	Address	City
ADVANCED PHARMACY, LLC	350 Feaster Rd.	Greenville
State	Zip Code	Primary Fax
SC	29615	8888703823

It's important to let your doctor know where you would like your **e-prescriptions** sent. You can do this by selecting your preferred pharmacy with the **Pharmacy icon** located on the left-hand side menu.

Search by city, zip code or your home address to choose a Pharmacy. If you want to change your Pharmacy, click the **Change Pharmacy** in the right hand side of the Pharmacy section.

## Stay Organized

Liberty TeleHealth keeps your appointments, visit history and receipts all in one place so that you can access them when you need them.

## Visit History



See your scheduled appointments and past appointments. View your past appointments and visit history under **Instant Calls**.

Search by the date of your visit or the status of your visit. Your appointments for the day will also show in the floating notification bar.

### Visit History

Instant Calls Appointments

Sort by: Date of Call

Search by Call Date (MM/DD/YYYY):

From Date:

To Date:

Search Clear

There are 0 Calls listed

None Listed

## My Wallet



Securely view your transactions. You can also add money via Visa and MasterCard debit or credit card to your balance to pay for future visits!

### My Wallet

Credit Balance  
**\$ 0.00**

#### Add Credits

Enter an amount

Pay

#### Transaction History

No Transactions found

## My Receipts



Keep your receipts all in one place when you need them. After seeing your doctor, your receipt, which includes diagnosis codes and CPT codes, will be in the **My Receipts** tab. **After your visit, remember to download your receipt and submit your receipt in ShareBox within 120 days.**

## 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)