Step 1: Go to Empire Plan custom microsite – [www.empireblue.com/nys](http://www.empireblue.com/nys). On this screen, you will see the below screen which will have links to the LiveHealth Online website as well as the coupon code needed to access care, free of charge.

Step 2: When member clicks on link to LiveHealth Online ([www.livehealthonline.com](http://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.

Please know we're experiencing longer than usual wait times. LiveHealth Online is increasing physician availability to handle the increase in patients while maintaining reasonable wait times.

Visit with a doctor 24/7.
Get expert advice, a treatment plan and prescriptions if needed.
Step 3: At this screen, member will begin the Sign Up process
Your Visit

What would you like to discuss today?
- Cold
- Fever
- Flu-Like Symptoms
- Headache
- Other
- Rash
- Stomachache
- Other

What is your current physical address in the event of a medical emergency?
Your Answer

Are you allergic to any medications?
Your Answer

Are you now or could you be pregnant?
Your Answer

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
Where would you like prescriptions sent?

- CVS/pharmacy
- Another Pharmacy

Enter your Empire Plan ID number from your ID card.

I have insurance
Insurance may cover all or part of your visits. If your plan isn't listed, you can still have a visit.

- Health plan

I don't have insurance
My plan isn't listed / Prefer not to answer
You're about to be connected with a highly qualified provider. Please enter your payment information below.

**Your Cost:** $59.00

Price includes only the cost of your visit. The cost of any medications or treatments prescribed as a result of your visit is not included.

Credit Card Information

Name on Card
Credit Card Number
Security Code
Month
Year

Billing Address

---

Get Started  Your Visit  Pharmacy  Payment  Your Provider

**Payment**

You're about to be connected with a highly qualified provider. Please enter your payment information below.

**Your Cost:** $0.00

Coupon applied.

Price includes only the cost of your visit. The cost of any medications or treatments prescribed as a result of your visit is not included.

Enter Coupon Code here

Once Coupon Code entered, cost of visit will drop to $0

Cancel  Continue