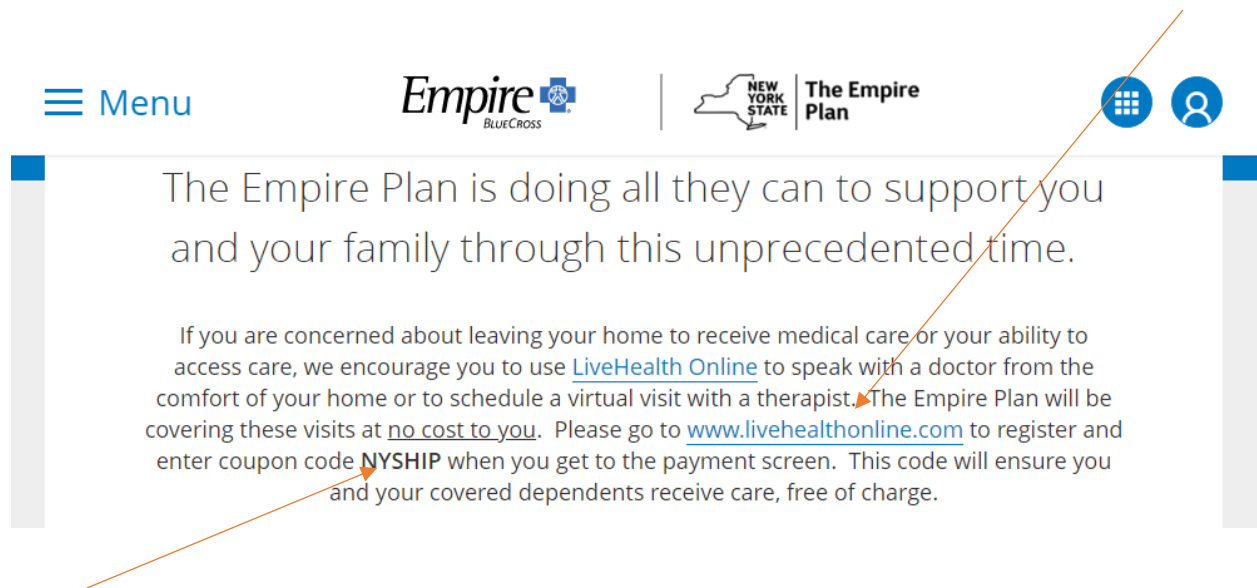


March 26, 2020

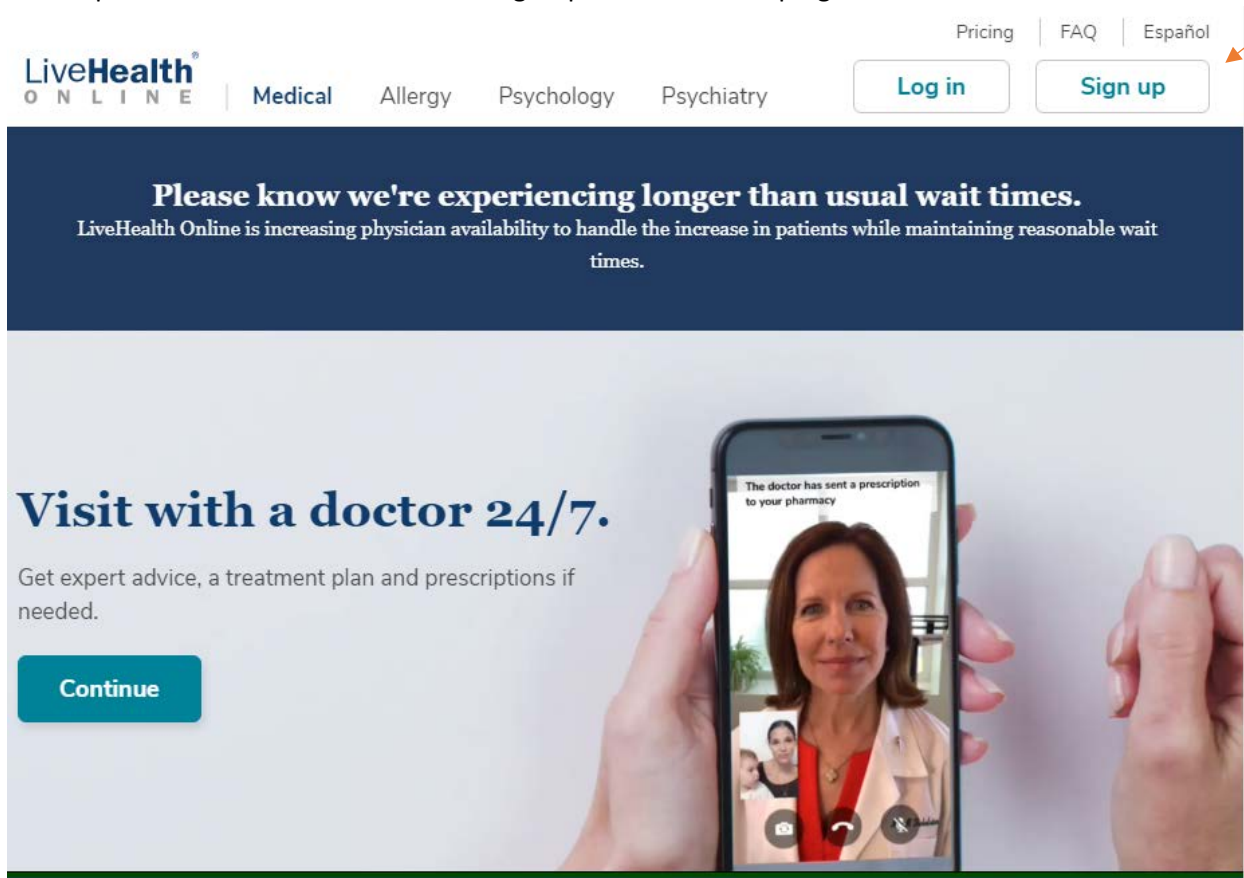
**INSTRUCTIONS FOR MEDICAL VISIT, CLICK [HERE](#) FOR INSTRUCTIONS FOR THERAPIST VISIT**

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.

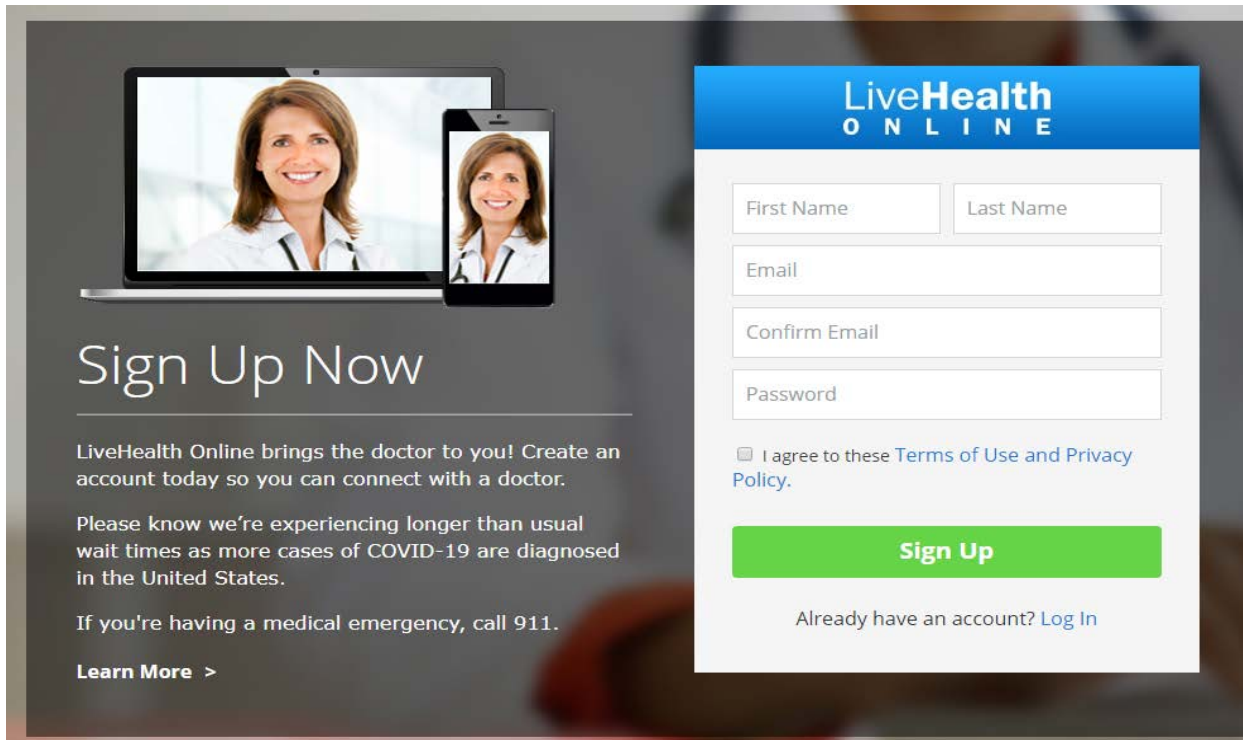


March 26, 2020

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.



Step 3: At this screen, member will begin the Sign Up process



The banner features a dark grey background with a blurred image of a doctor. On the left, a laptop and a smartphone both display a smiling female doctor. The text 'Sign Up Now' is prominently displayed in white. Below it, a paragraph explains that LiveHealth Online brings the doctor to you and encourages account creation. A second paragraph notes that wait times are longer due to COVID-19 cases. A third paragraph provides the emergency number 911. A 'Learn More >' link is at the bottom left. On the right, a white sign-up form is set against a blue header with the 'LiveHealth ONLINE' logo. The form includes fields for First Name, Last Name, Email, Confirm Email, and Password. A checkbox for terms and privacy policy is present, followed by a green 'Sign Up' button and a 'Log In' link for existing users.

**LiveHealth**  
O N L I N E

**Sign Up Now**

LiveHealth Online brings the doctor to you! Create an account today so you can connect with a doctor.

Please know we're experiencing longer than usual wait times as more cases of COVID-19 are diagnosed in the United States.

If you're having a medical emergency, call 911.

[Learn More >](#)

First Name Last Name

Email

Confirm Email

Password

I agree to these [Terms of Use and Privacy Policy](#).

**Sign Up**

Already have an account? [Log In](#)

- ✓ [Get Started](#)
- [Your Visit](#)
- [Pharmacy](#)
- [Payment](#)
- [Your Provider](#)

## Your Visit

What would you like to discuss today?

- |  |   |
|--|---|
| <input type="checkbox"/> Cold              | <input type="checkbox"/> Other                              |
| <input type="checkbox"/> Fever             | <input type="checkbox"/> Rash                               |
| <input type="checkbox"/> Flu-Like Symptoms | <input type="checkbox"/> Stomachache                        |
| <input type="checkbox"/> Headache          | <input type="checkbox"/> <input type="text" value="Other"/> |

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

Are you allergic to any medications?

Are you now or could you be pregnant?

## Medical History

### CONDITIONS

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

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

- ✓ Get Started
- ✓ Your Visit
- Pharmacy
- Payment
- Your Provider

## Pharmacy

Where would you like prescriptions sent?

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

Another Pharmacy

Back

Continue

**Enter your Empire Plan ID number from your ID card.**

- ✓ Get Started
- ✓ Your Visit
- ✓ Pharmacy
- Payment
- Your Provider

## Insurance

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

Continue

Enter Coupon Code here

✓ 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:** **\$59.00**

COUPON CODE  **Apply**

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

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

✓ 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.

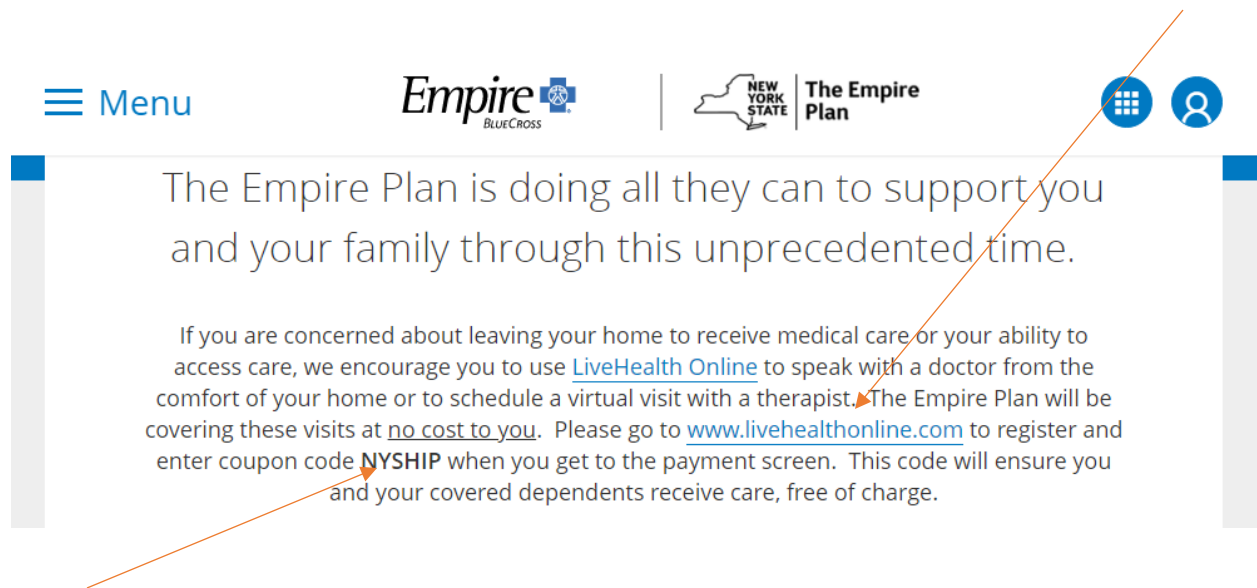
NYSHIP  **Apply**

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.

**Cancel**   **Continue**

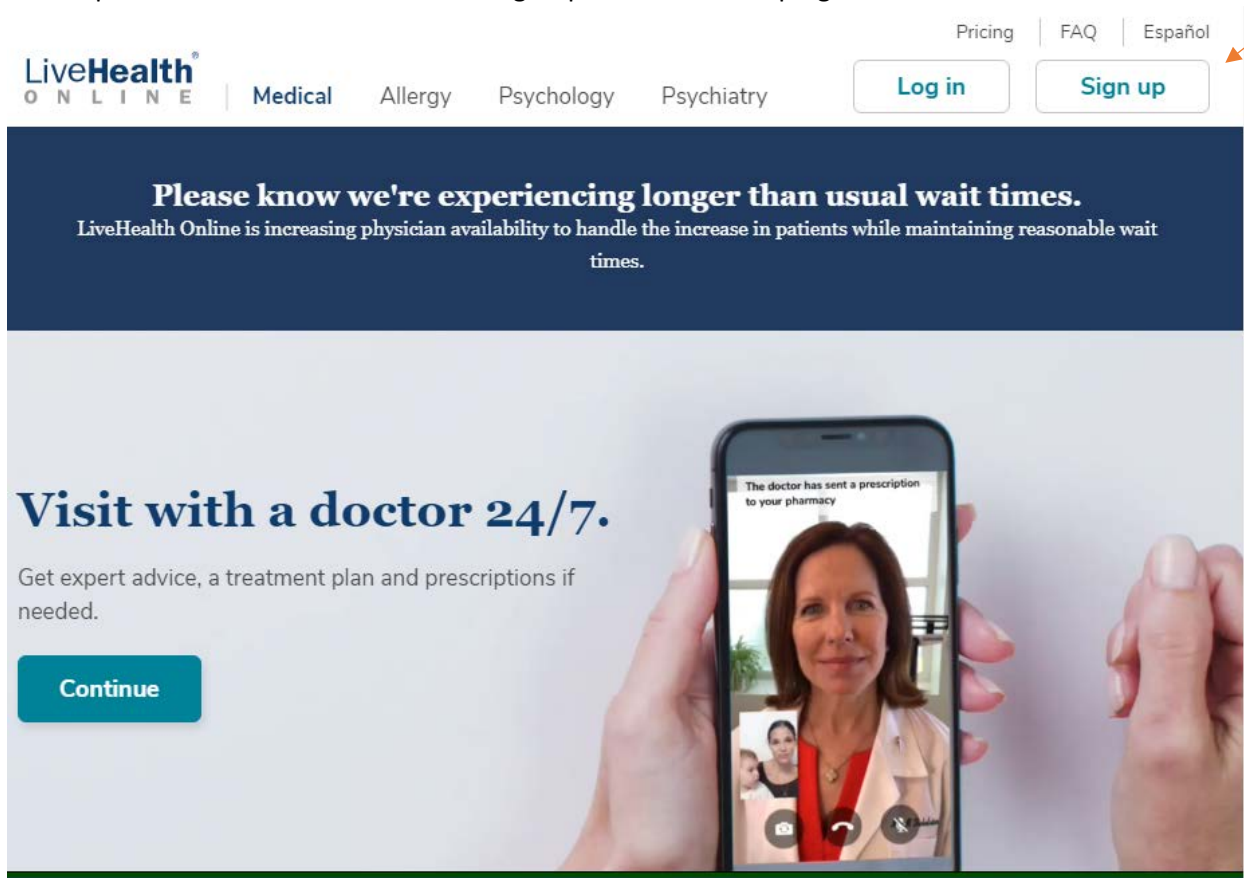
## INSTRUCTIONS FOR THERAPY VISIT

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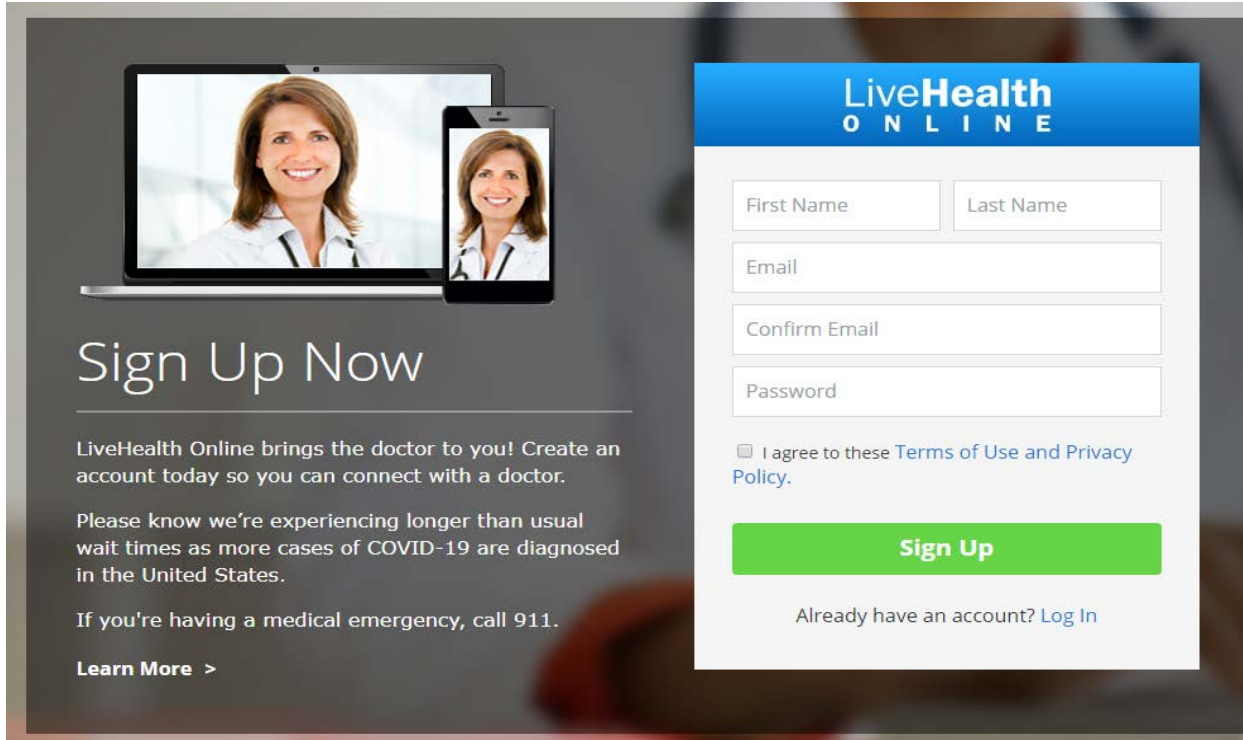
March 26, 2020

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.



Step 3: At this screen, member will begin the Sign Up process





## Sign Up Now

LiveHealth Online brings the doctor to you! Create an account today so you can connect with a doctor.

Please know we're experiencing longer than usual wait times as more cases of COVID-19 are diagnosed in the United States.

If you're having a medical emergency, call 911.

[Learn More >](#)

### LiveHealth ONLINE

First Name

Last Name

Email




Confirm Email


Password

I agree to these [Terms of Use and Privacy Policy](#).

**Sign Up**

Already have an account? [Log In](#)

Home My Providers My Records Test My Computer Add Service Key   




**LiveHealth Online**  
**Psychology**

Psychologists and Therapists are here to help if you're feeling stressed, anxious or need to talk to someone. Please call 1-888-548-3432 7am - 11pm to schedule an appointment or click on the Appointment tab. Online [More](#) ▾

### Schedule an Appointment

 Choose by Date ▾

 Choose by Provider ▾

## Schedule an Appointment



Choose by Date



**March 2020**

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

**April 2020**

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

Thursday, March 26, 2020



**Nicole Daisy-Etienne**

Psychologist

[View Profile >](#)

Visit Cost: \$95.00  
may be covered by your insurance or employer

9:00 PM 10:00 PM

Visit cost will be waived at the time of the therapist visit once coupon code is entered on the payment screen.

CLOSE



Choose by Provider



## Schedule Appointment

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

Who is this visit for?

- Myself
- My child

What phone number should a provider call for follow-up, if needed?\*

[Back](#) [Continue](#)

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

## Schedule Appointment - Payment Method

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

Appointment Cancellation Policy: You may be charged \$25 if you miss this appointment or cancel the appointment with less than 24 hours' notice. If you need to reschedule or cancel your appointment, visit us online or by calling 1-888-LiveHealth.

Credit Card Information

- Use credit card ending in 5818
- Use a different credit card

[Back](#) [Continue](#)

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

**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.**

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 Appointment Details

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**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).