

LiveHealth Online Healthy Sleep

Frequently Asked Questions

1. What is LiveHealth Online Healthy Sleep?

Using Healthy Sleep, you have easy access to board certified Sleep Specialists who can diagnose and manage a wide range of sleep disorders and design treatment plans to improve sleep and overall health. Providing you with comprehensive sleep care virtually from the comfort and privacy of home.

2. Should I schedule a visit with a sleep specialist using Healthy Sleep?

To find out if visiting with a sleep specialist is right for you go to an educational screening experience through livehealthonline.com/sleepmedicine. If you answer yes to any of the questions, then scheduling a visit with a sleep specialist may be right for you.

3. How do I schedule a visit with a sleep specialist?

From a desktop computer, go to livehealthonline.com and sign up or login. Once you're logged in, select the Healthy Sleep practice to see the list of available sleep specialists in your state. Select the doctor you want to see to schedule a visit.

Using a tablet or smartphone, download the free LiveHealth Online mobile app using Google Play or iTunes. Once the app is downloaded sign up or login and select the Healthy Sleep practice to see a list of the available sleep specialists in your state.

4. What type of doctors do you see through Healthy Sleep?

Using LiveHealth Online Healthy Sleep you can visit with board certified sleep specialists who are specially trained to provide care online.

5. How do I know if the sleep specialists are in-network with my health plan?

Visits with a sleep specialist through Healthy Sleep are a covered benefit for many Anthem affiliated health plans. Including Anthem Blue Cross Blue Shield, Anthem Blue Cross, Empire Blue Cross Blue Shield and Empire Blue Cross.

If your health plan offers virtual care through LiveHealth Online, then the doctors that appear through the Healthy Sleep practice are in-network providers. Always check to make sure you have selected the state that you are present in. This will ensure you have the most updated list of doctors to select from.

6. What is a visit like using Healthy Sleep?

The doctor you see through Healthy Sleep will complete an evidence-based assessment of your sleep schedule, presenting symptoms and past medical history.

After your initial evaluation, your sleep specialist can order a home sleep test or an in-lab test if needed. At home sleep tests will be shipped to the patient's home. Results will be interpreted by the physician remotely.

Once your sleep study is complete, your sleep specialist will provide a personalized treatment plan which may include a positive airway pressure (PAP) therapy device. You can continue to participate in ongoing patient monitoring program to ensure proper use of your PAP therapy device.

7. What is an in-home sleep test like?

Sleep tests can help the doctor determine whether you have a sleep issue by uncovering breathing problems such as sleep apnea—a condition that's linked to an increased risk for heart disease, high blood pressure, stroke, obesity, and diabetes.

If your sleep specialist orders an in-home sleep test, you'll get a portable sleep test sent directly to your home. It comes with step-by-step instructions, but the basics include placing a belt around your mid-section (which is linked to the monitor by a wire), attaching a clip to your finger, putting an airflow sensor under your nose, and turning on the monitor. The next day you package the portable sleep monitor and ship the device back using the enclosed shipping return label.

An in-home sleep test measures oxygen saturation, heart rate, airflow, movement in your chest and abdomen and it will also record time spent snoring and your sleep position. ¹

8. What if my health plan requires a prior authorization to have a sleep test or PAP therapy device ordered?

We've got you covered, the doctor you see using Healthy Sleep will submit any prior authorization requests to ensure all services meet medical necessity and coverage criteria under your health plan.

9. What Durable Medical Equipment (DME) vendors do the sleep specialists use if a PAP therapy device is needed?

The sleep specialists you see can order a PAP therapy device through a national network of DME vendors covered by your health plan.

10. What is a positive airway pressure (PAP) therapy device?

The most common treatment for sleep apnea is positive airway pressure therapy, PAP. A PAP machine is usually about the size of a shoebox but can be smaller. A flexible tube connects the machine with a mask or other interface device that is worn over the nose and/or mouth. PAP works by pushing air through the airway passage at a pressure high enough to prevent apneas and can be prescribed for both obstructive and central sleep apnea. The pressure is set according to the patient's sleep apnea needs. ²

11. How much does a visit cost through Healthy Sleep?

The cost for a visit with a sleep specialist is the same or less than the cost of an in person visit. You will always see what you owe before you begin a visit.

12. How do I pay for my doctor visit?

You may use American Express, Visa, MasterCard and Discover debit and credit cards for payment.

13. What if I have a question about the Healthy Sleep program?

You can email customersupport@livehealthonline.com or call 1-888-548-3432 toll free. We're available 24/7. If you send us an email, go to livehealthonline.com and select Contact us to fill in the online form. Emails will be replied to within three business days.

¹ <https://www.sleep.org/home-sleep-study-kits/>

² <https://www.sleepapnea.org/treat/cpap-therapy/choosing-a-pap-machine/>