

# LiveHealth Online

## maternal mental health service

### LiveHealth Online\* Psychology services

If a patient is feeling stressed, worried, or having a tough time, they can talk to a licensed psychologist or therapist through video using LiveHealth Online Psychology. It's easy to use, private and, in most cases, they can see a therapist within four days or less.

#### What is psychology?

Psychology is talk therapy with a licensed psychologist (PhD) or therapist (social workers – master's level) to help manage conditions including:

- Stress
- Anxiety
- Depression
- Relationship troubles
- Parenting issues
- Bipolar disorder
- Panic attacks
- Grief
- Coping with an illness
- Obsessive compulsive disorder
- Post-traumatic stress disorder

#### What if my patient needs more help?

Providers can continue to refer members to the Anthem Blue Cross (Anthem) Behavioral Health department for psychiatry and psychology referrals.

If your patient needs immediate/emergency help, contact the National Suicide Prevention Lifeline at **800-273-TALK**.

#### What else do you need to know about LiveHealth Online Psychology?

- Members must be at least 18 years old to have their own LiveHealth Online account but can be 10 years old to see a therapist online.
- Psychologists and therapists using LiveHealth Online do not prescribe medications.
- Visits usually last about 45 minutes.



## Maternal mental health

### When can a provider screen a new mom for anxiety and depression?

The recommended frequency of mental health screening is:

- Once during the first prenatal visit.
- At least once during the second trimester.
- At least once during the third trimester.
- Once during the six-week postpartum obstetrical visit.
- Following the birth of the child, once during the one-month pediatric visit, once during the two-month visit, once during the four-month visit and once during the six-month visit.

The American College of Obstetricians and Gynecologists has outlined depression screening instruments to be used during the pregnancy and postpartum periods, including:

- *Edinburgh Postnatal Depression Scale.*
- *Patient Health Questionnaire-9.*

### Creating access for moms

Once you have identified a mom who might need counseling or talk therapy through LiveHealth Online, Medi-Cal Managed Care members at Anthem can access the **Maternal Wellbeing** section to see therapists who have special training in the treatment of perinatal mood and anxiety disorders.



One in five California women suffers from depression, anxiety, or both while pregnant or after giving birth, negatively impacting the mother and the child. Despite this high prevalence of mental health issues, few women receive treatment. Left undetected and untreated, these conditions can lead to negative health outcomes for the mother and can negatively affect the mother-child bond and the child's long-term physical, emotional, and developmental health.



Source: <https://chcf.org/project/improving-maternal-mental-health/>

## Help our members make their first appointment — when it's easy for them

- Have them use the app or go to [livehealthonline.com](https://livehealthonline.com) and log in. They will select **LiveHealth Online Maternal Wellbeing** and choose the therapist they'd like to see.
- Or they can call LiveHealth Online at **844-784-8409** from 7 a.m. to 11 p.m.
- They'll get an email confirming their appointment.

\* LiveHealth Online is the trade name of Health Management Corporation, a separate company providing telehealth services on behalf of Anthem Blue Cross.

<https://providers.anthem.com/ca>

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