LiveHealth online frequently asked questions.

Do I need to set up an account to use Live Health Online?

Live Health Online requires all users to have an account prior to scheduling an appointment.

Why do I have to enter my credit card information if I have a Coupon Code?

Live Health Online requires you to enter your credit card information when you create your account. The coupon code is applied to each individual session when the session occurs. The credit card is for instances when you do not have a coupon code to apply or if you no show and a fee needs to be assessed.

Is online counseling appropriate for all kinds of problems?

No, online counseling is not appropriate for all behavioral health concerns. If you are in crisis or have suicidal thoughts, it's important that you seek help immediately. If you have an urgent need after-hours, you can talk to a mental health counselor by calling (858) 534-3755 and selecting Option 2. For a life threatening emergency, please call 911. LiveHealth Online does not offer emergency services.

Where do I enter my Coupon Code?

When you log in for your scheduled appointment, you see the option to enter the Coupon Code. The coupon code is applied at the time each appointment/session occurs and is not saved as part of your Live Health Online payment options.

Can I use the Coupon Code more than once?

Yes, the current coupon code offered by UC San Diego Student Health and Well-being can be used multiple times.

Can I schedule more appointments with the same counselor?

Yes, you and your counselor can schedule follow up sessions at the conclusion of your video visit or you can use the LiveHealth Online website to search for your counselor by name and find their availability.

Are the LiveHealth Online counselors licensed providers?

Yes, LiveHealth Online providers meet the licensing requirements of the state you are in when you video visit takes place. This is one of the reasons you are asked to provide your current location each time schedule an appointment.

Does SHCS have access to my Live Health Online records?

No, Live Health Online is a third-party service and is not part of the UC San Diego Student Health and Well-being clinical staff. All documentation or care received via Video Visits with Live Health Online are maintained by Live Health Online independently of records of care received by a SHCS provider.

My living situation is such that finding a private confidential space is difficult. Does Counseling Services offer a space for video visits to occur?

No, at this time SHCS does not have a space available for students to use for video visits. However, there are various spaces available on campus for students to reserve which may be appropriate for this. For more answers https://livehealthonline.com/questions/