Step 1: Go to Empire Plan custom microsite – 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.

The Empire Plan is doing all they can to support you and your family through this unprecedented time.

If you are concerned about leaving your home to receive medical care, or your ability to access care, we encourage you to use LiveHealth Online to speak with a doctor from the comfort of your home or to schedule a virtual visit with a therapist. The Empire Plan will be covering these visits at no cost to you. Please go to www.livehealthonline.com to register and enter coupon code NYSHIP when you go to the payment screen. This code will ensure you and your covered dependents receive care, free of charge.

Step 2: When member clicks on link to LiveHealth Online (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.

Continue
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
Pharmacy

Where would you like prescriptions sent?

- CVS/pharmacy
- Another Pharmacy

Enter your Empire Plan ID number from your ID card.

Insurance

- I have insurance
- I don't have insurance
- My plan isn't listed / Prefer not to answer

Continue
Payment

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

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

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.

Cancel
Continue