

Welcome

to **eMed**[®]
powered by **livi**

User Guide



Getting started with **livi**

Search for **'Livi'** in the App Store or
Google Play.

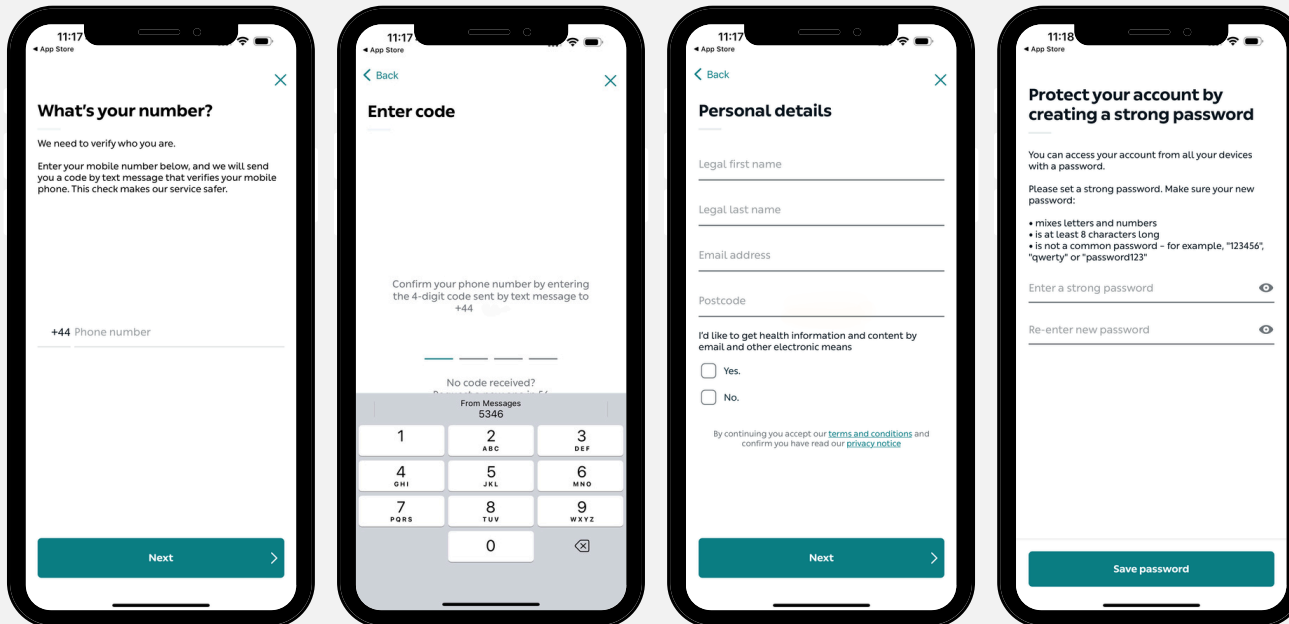


Scan to download the Livi app
& **get started today!**



Registering with the Livi app

1. Click 'Get Started'.
2. Enter your mobile number.
3. Input the verification code sent to your mobile number.
4. Fill in your personal details.
5. Create a password.



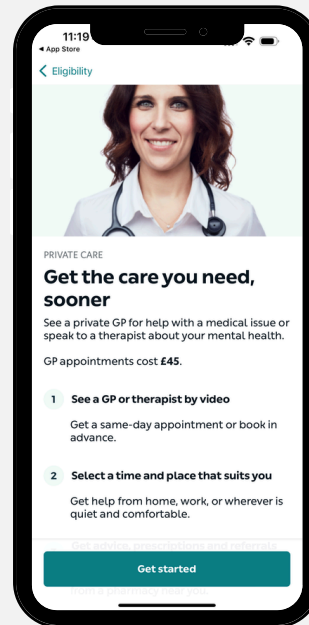
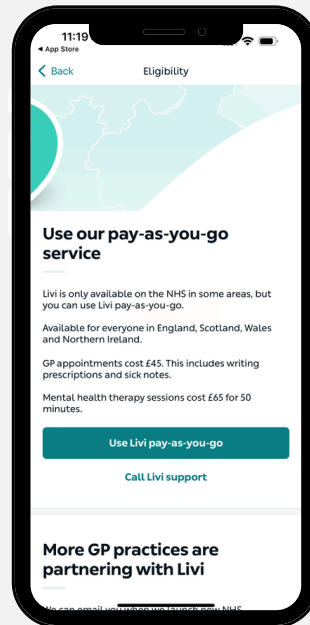
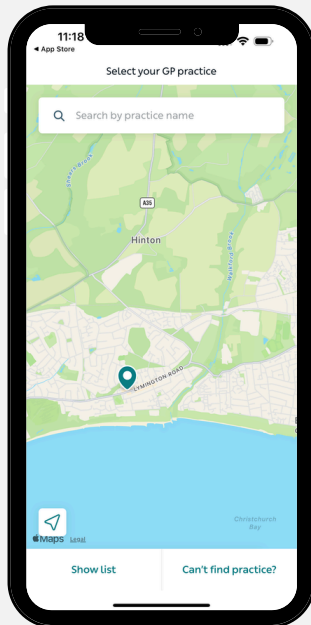
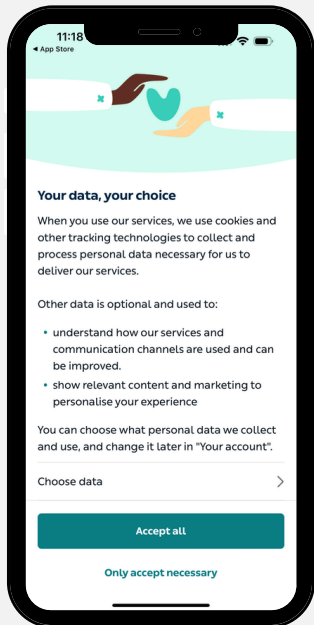
Make sure you register with your legal name (e.g. Thomas not Tom).

This will ensure that your registration matches with the eligibility details held by Freedom Health.

If you have signed up with details that do not match your registered details, please see the User Guide Troubleshooting.

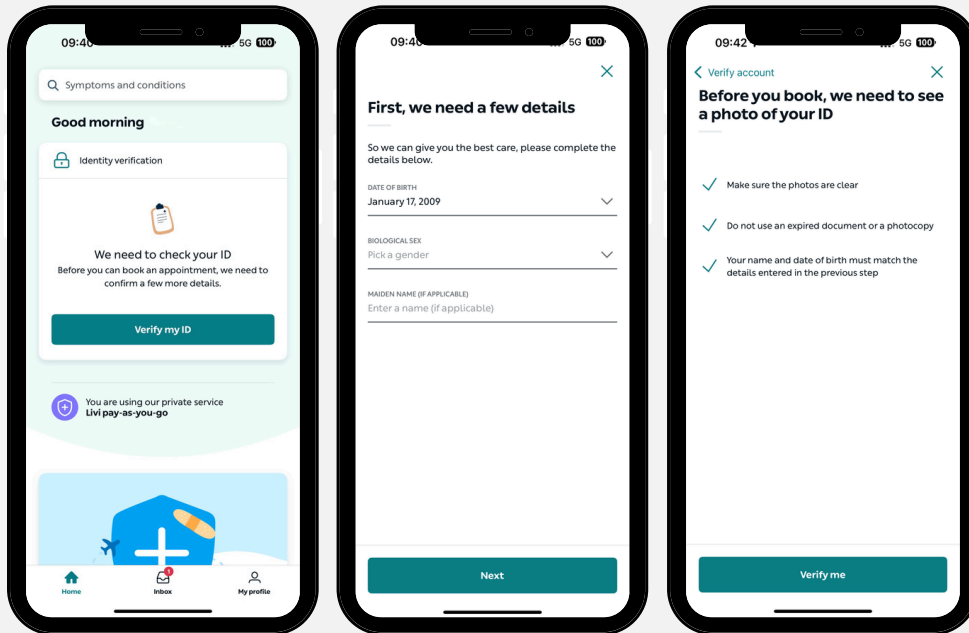
Registering with the Livi app (cont.)

5. Read and accept the data protection agreement.
6. Search for your NHS GP by name. If it's not listed, click 'Can't find practice'.
7. On the Eligibility screen, select 'Use Livi pay-as-you-go'. **Appointments will be free once you enter your membership code (Page 6).**
8. Click 'Get started'.



Verifying your ID

1. Click 'Verify my ID' at the top of the home screen.
2. Enter the personal requested - **Your first name, last name and date of birth needs to match your ID exactly.**
3. You will need to take a photo of your ID.
 - ✓ Make sure the photos are clear.
 - ✓ Do not use an expired document or a photocopy.
 - ✓ Your name and date of birth must match the details entered in the previous step.



Accepted forms of ID include:



Passport
Photo page



Driver's license
Front and back

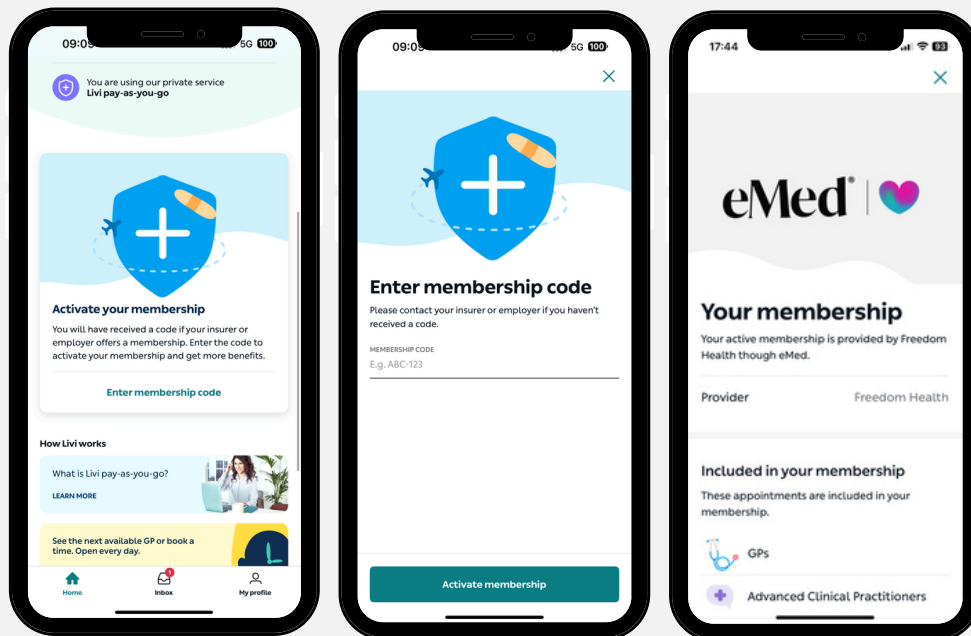


Residence permit
Front and back



Adding your membership code

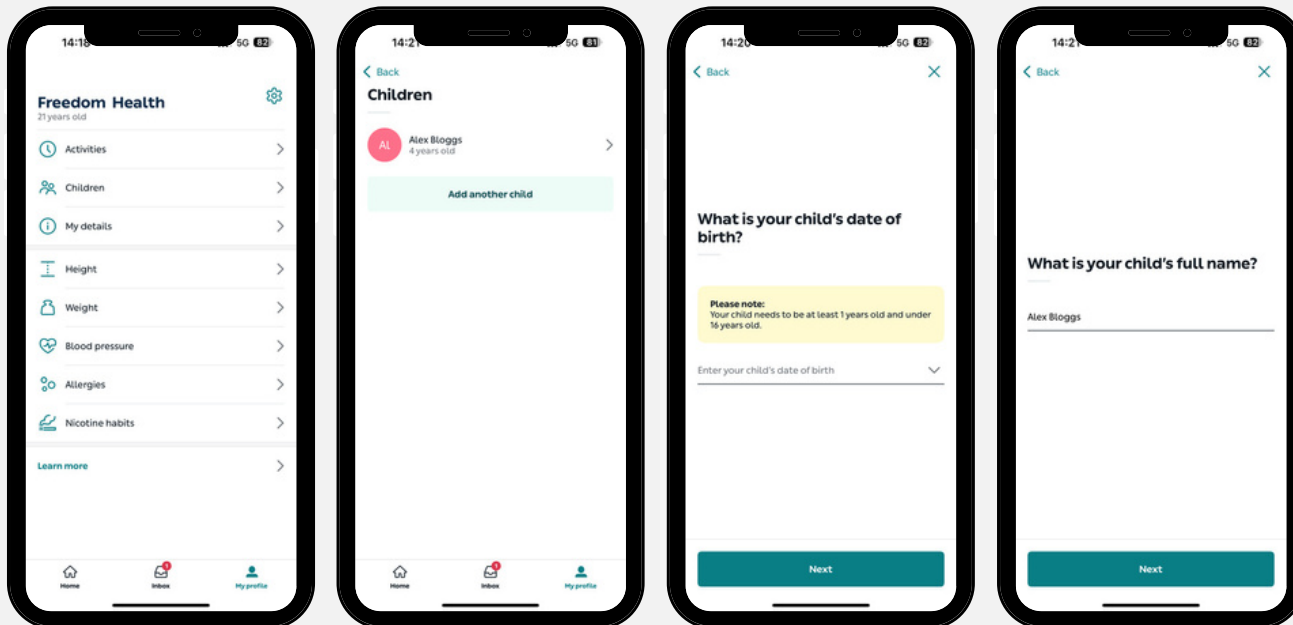
1. Scroll down on the home page to where it says 'Activate your membership'.
2. Click on 'Enter membership code'.
3. Enter the membership code found on your welcome letter and click 'Activate membership'.
4. You are now registered!



← This is what your homepage should now look like. If it does not, please see troubleshooting on page 9.

Adding a dependant

1. Click on 'My Profile' then 'Children'.
2. Click 'Add child'.
3. Answer the questions.
4. Enter your child's date of birth (**Please note: your child needs to be at least 1 years old and under 16 years old, see page 13 for more details**).
5. Enter your child's full name.



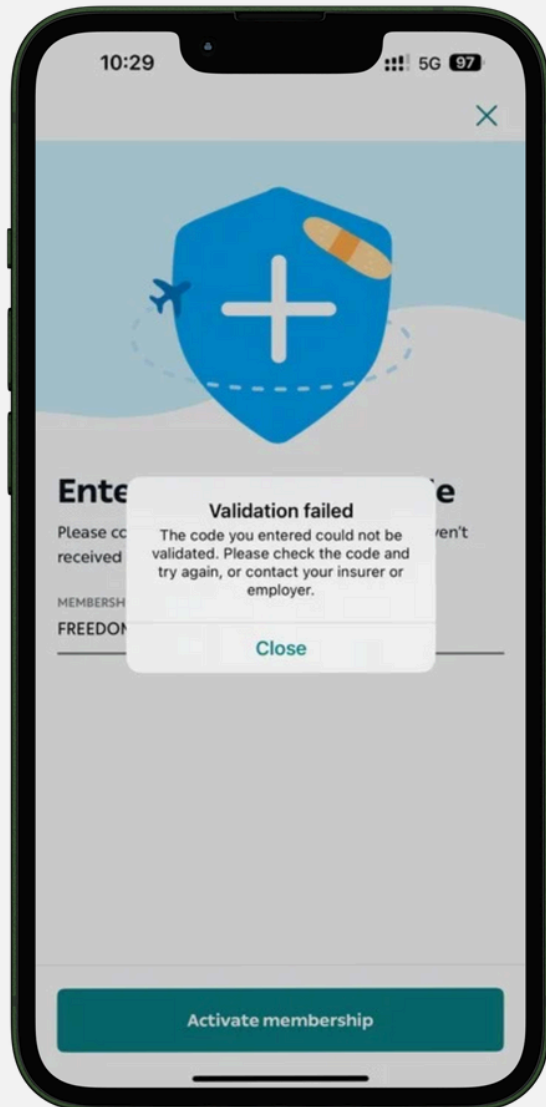
Please note that the **name** and **date of birth** of the child must match the information found on the **policy certificate**.



Troubleshooting

Validation failed

If you have recently taken a policy out with us, it can take up to 7 working days for your new policy to be fully registered with our virtual GP service.



- ① Make sure you are using the correct membership code. This can be found on your welcome letter.

Alternatively, please email freedomgp@fhi.co.uk with your name and date of birth to get your code.

- ② Check that your details are exactly the same as what is found on your certificate of insurance.

If the information is not exactly the same (e.g. certificate says Joseph Bloggs but signed up to Livi with Joe Bloggs) please follow the steps on **page 10**.

If Freedom Health Insurance have incorrect details on your certificate of insurance, please contact the membership team at info@fhi.co.uk or **01202 756 350** to inform us of the required change.

We will then change the details and send this to the virtual GP support team.

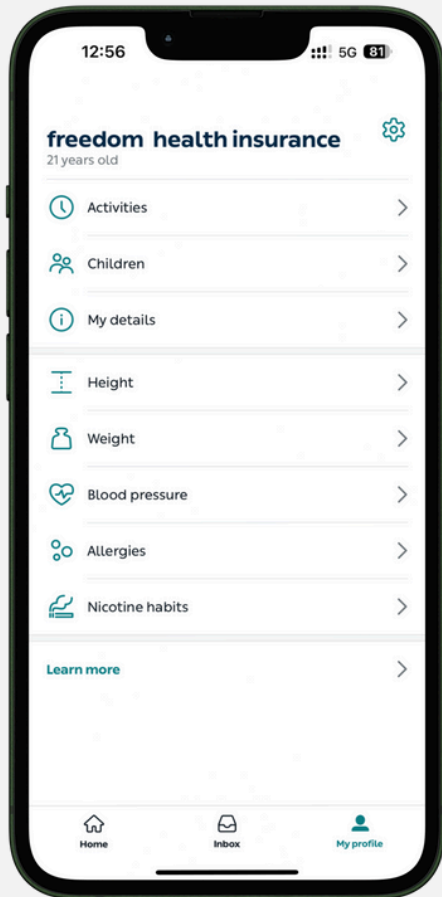
Once you have received the updated certificate, please try entering your membership code again.



Changing your personal information

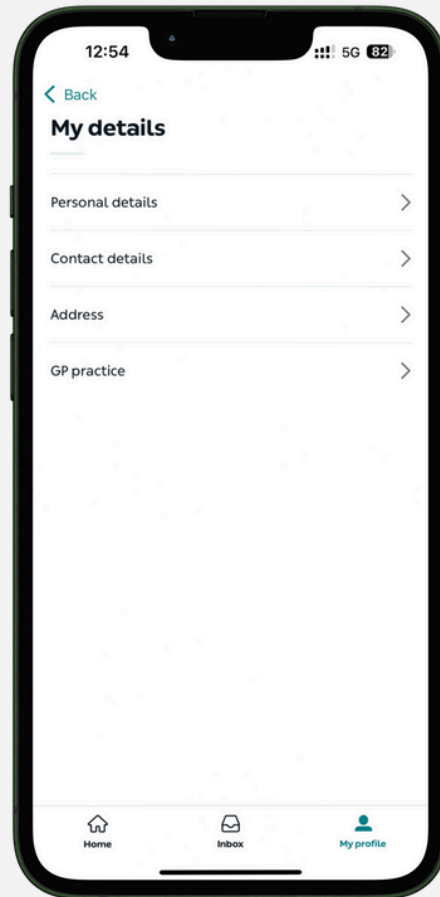
Please follow the steps below to update your personal information on the eMed powered by Livi app.

1



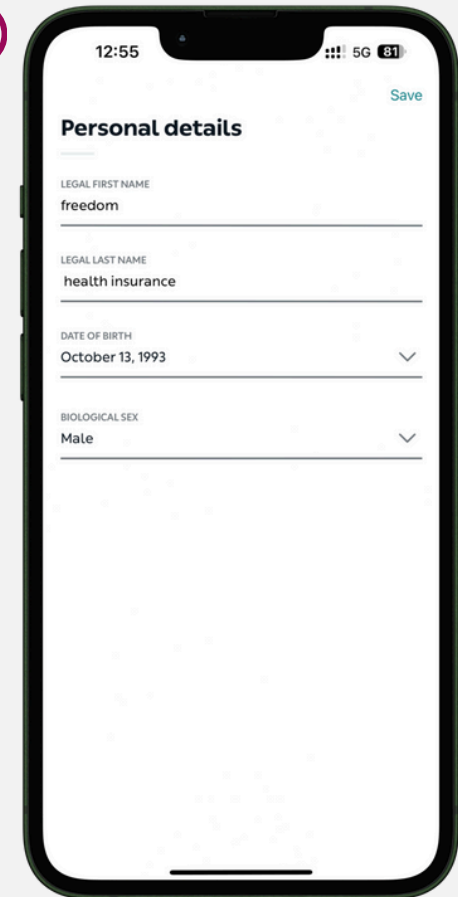
Click 'My Details' on your profile.

2



Click on the 'Personal Details' option at the top.

3



Fill in the correct details that match your certificate.

Once you have done this, you will need to redo the identity check and any upcoming appointments will be cancelled.

Being charged for an appointment



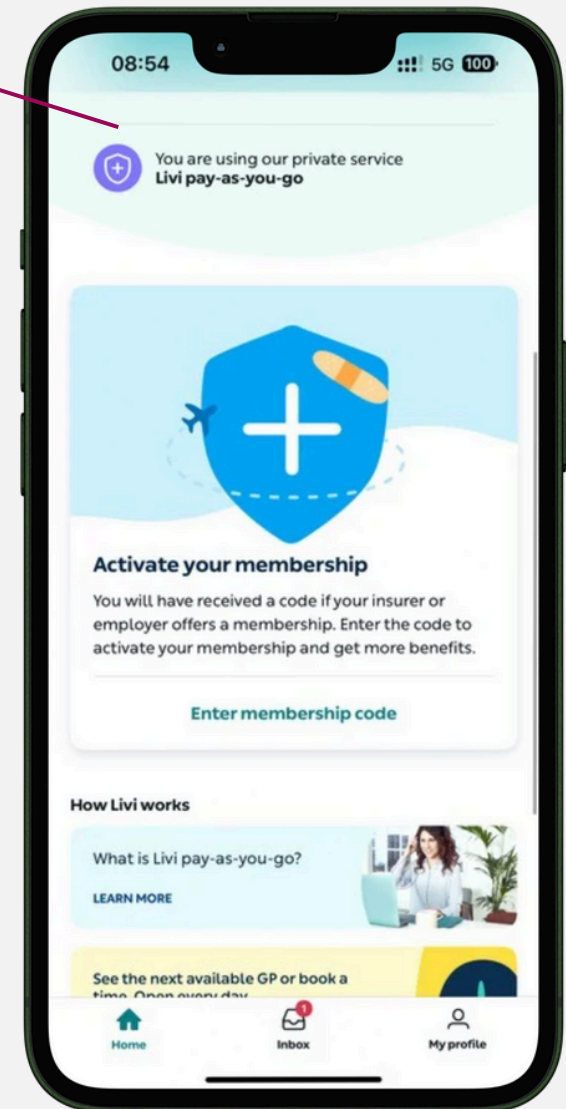
You are using our private service
Livi pay-as-you-go

If the top of your home page says you are using the 'pay-as-you-go' service, you have not successfully added the membership code.

Please retry the 'Adding your membership code' stage.

Please **do not** pay for any appointments as we will be unable to refund you for this.




Please contact either **Livi** or **Freedom Health Insurance** if you need further assistance on adding your membership code.



Cannot download the Livi app

Livi's app is available on iOS (v.16.0 or later) and Android (v.8.0 or later).

If you can't seem to log in to your Livi app or the app doesn't seem to work as it should, there are a number of things you can try yourself:

-  Verify that your operating system on your phone/tablet is supported by Livi's app.
-  Make sure you have a strong internet connection. If you are not using a wifi connection, make sure you have allowed the Livi app to use your mobile data (in Settings).
-  You can also try to update the Livi app via the App Store or Google Play, and restart the app.

If you do not have access to a smartphone or tablet

Please contact us at freedomgp@fhi.co.uk to discuss an alternative if you cannot access a smartphone or tablet. Please note that these appointments may be a longer wait than booking through the app.

Why can I not register my child under 1?

Livi has decided to limit treatment by its clinicians to children aged 12 months and older. This is because they believe that the clinical risks for children under 12 months old are too significant to be addressed via video consultations, and that they should seek face-to-face medical care.

If you feel unhappy with Livi's decision, please fill out Livi's feedback form with details of your dissatisfaction

[Livi Feedback Form](#)



Please note: The virtual GP service provided by eMed powered by Livi is a benefit that can be used by Freedom policyholders, it is not expected to be used as a replacement for your regular NHS GP.

Haven't received your Livi referral

Your private referral will be sent the details via an inbox message which can be found on your Livi app. All referrals should be submitted directly to our claims team for assessment at claims@fhi.co.uk.

Please note private referrals are processed between 9am and 6pm, Monday to Friday.

Livi complaints and concerns

If you are not satisfied with the care you received or if you have any concerns, please contact Livi by filling out the [Feedback Reporting Form](#) with details of your complaint. All complaints will be acknowledged within 72 hours and responded to by Livi within 20 days.

If you have an urgent matter or if your question concerns a GP appointment that already has taken place, please contact Livi directly by phone.



Livi support line: 0203 870 3029



Taking care of tomorrow

If you need support regarding your membership details and code, please get in touch with us.

Email: freedomgp@fhi.co.uk
Phone: 0800 999 2013

We are available 9am - 6pm Monday to Friday.



Empower your health

If you require assistance setting up your account, please get in touch with Livi's Support Team.

Email: support@livi.co.uk
Phone: 0203 870 3029

Livi is available 9am - 6pm Monday to Friday and 9am - 4pm on Saturday.