



Taking care of tomorrow



Dear Member,

There is an upcoming change to the way your clients access their virtual GP benefit.

eMed have announced that from **21st January**, they will be partnering with Livi, Europe's largest digital healthcare provider. Access to the virtual GP service will be changing, meaning **eMed will be powered by the Livi app**. This will provide faster, easier access to appointments and a broader range of services, giving you more control over your health.

Together, eMed and Livi are driving innovation in healthcare delivery and empowering more patients to access the support they need, whenever and wherever they need it.

As part of this update, your clients will be prompted to download the Livi app and register. **Until 21st January, your clients can continue using the eMed app as usual.**



How can your clients access the virtual GP service after the 21st January?

1. Search for 'Livi' in the [App Store](#) or [Google Play](#).
2. Click 'Get started' and enter a mobile phone number. A text will then be sent with a verification code, which will need to be entered into the app.
3. Fill in some basic personal details. *Please make sure they are using the exact same name that is on their Freedom Health Policy Certificate.*
4. Select the option to 'Enter partnership code' in Livi and enter the eMed Member Code found in their welcome letter. **(This will not work before 21st January).**

Discover the benefits:

Musculoskeletal Pathway



Access physio appointments and programmes for faster rehabilitation.

Available 24/7



Available 24/7, 365 days. Easy access, minimal wait times, and maximum convenience.

Mental Health Pathway



Get in-moment consultations with dedicated mental health practitioners.

FAQs

How will this update be communicated to my clients?

Freedom Health Insurance will send communications to your clients **today** informing them of the upcoming change. An additional email, including a user guide, will be sent on **Tuesday 21st January** to remind your clients of the change.

Will this affect the claims process?

No, this will not affect the claims process. Any onward referral from a GP or virtual GP should be submitted directly to our claims team for assessment at claims@fhi.co.uk.

Who can your clients contact for technical support?

For app or setting up support, they will need to contact Livi support on **0203 870 3029** or [submit a request](#). Further FAQs regarding Livi can be found [here](#).

If they do not have access to a smartphone or tablet, they can contact the Livi support line above.

If a membership code is not working, please email freedomgp@fhi.co.uk.

We are here to support you and your clients. For questions or clarification regarding this update, please contact us at freedomgp@fhi.co.uk.

Kind Regards,

Rob Malvasi

Head of Sales and Distribution

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