

Virtual Care / Blue CareOnDemand

Why wait for the care you need now? Blue CareOnDemand is a faster, easier way to see doctors. You can consult U.S. board-certified physicians 24/7 through the convenience of video visits. **Services have been expanded effective January 1, 2024, to include virtual primary care and dermatology!**



Already enrolled for Blue CareOnDemand?

After January 1, 2024, take these steps to register:

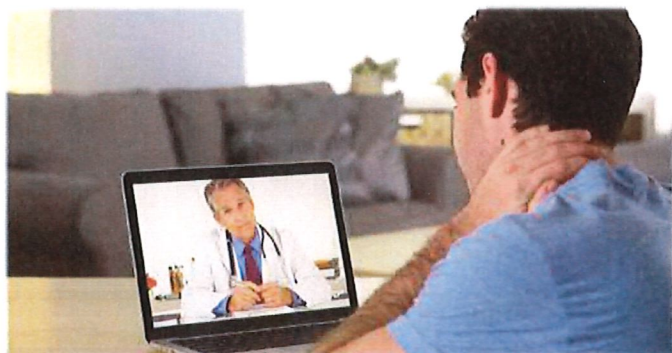
If you are currently enrolled with Blue CareOnDemand you will need to take the following steps to access Blue CareOnDemand after January 1, 2024:

Step 1: Delete any prior Blue CareOnDemand app from your phone and/or remove any favorites saved on your desktop web browser, as these will no longer work.

Step 2: Log-in to My Health Toolkit from the My Health Toolkit mobile app or through your desktop web browser and look for the new link for the Blue CareOnDemand powered by MDLive link.

Step 3: Click on the link. You will then be able to create a new account using your email address and insurance information.

IMPORTANT: When registering, your first and last name should match the name on your BCBS insurance card. Do not use nicknames when registering. Using a name other than the one printed on your BCBS insurance card could cause benefit and coverage issues.



New to Blue CareOnDemand? Register by taking the following steps (after January 1, 2024):

Step 1: Sign-in to My Health Toolkit via SouthCarolinaBluesSC.com on your desktop web browser or download the My Health Toolkit mobile app.

Step 2: Look for the new link for Blue CareOnDemand powered by MDLive link.

Step 3: Click on the link. You will then be able to create a new account using your email address and insurance information.



When to use it

Blue CareOnDemand is a great solution when:

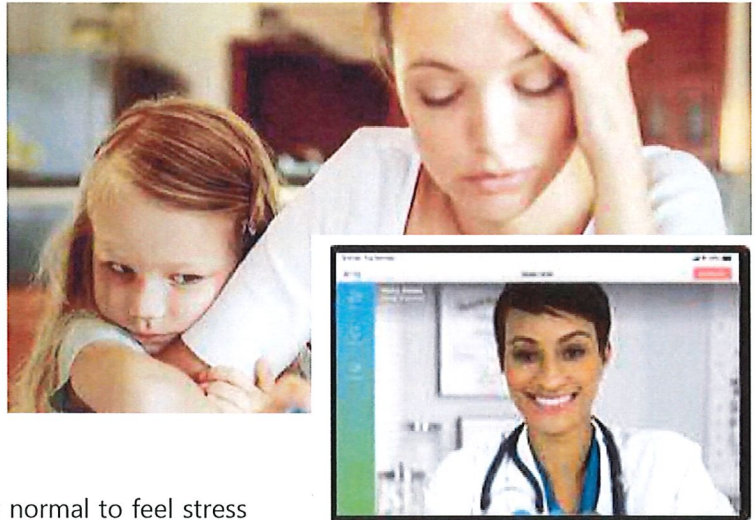
- You need to see a doctor, but can't fit it into your schedule
- Your doctor's office is closed
- You, or your child, feel too sick to leave the house
- You are traveling

Doctors can treat many of the most common health conditions through video visits, including:

- Cold and flu symptoms
- Allergies
- Bronchitis and other respiratory infections
- Urinary tract infections
- Skin irritations
- Sinus problems
- Migraines
- And more!

Virtual Behavioral Care

You don't need to worry alone, talk to a therapist online!



Stress is a common and natural reaction to the demands and challenges of everyday life. It's perfectly normal to feel stress but it's also good to recognize the symptoms so you can act quickly and find relief.

Blue CareOnDemand is ideal when you:

- Have feelings of sadness or helplessness; difficulty concentrating; or excessive fears or worries.
- Need to talk through your mental health concerns in a confidential, safe, and secure way.
- Want to schedule a visit and meet with a therapist from your smartphone, tablet, or computer.

Why not talk with a therapist online using Blue CareOnDemand?

Using Blue CareOnDemand, you can speak with a therapist from home. Your online therapist will ask a series of questions about your career, lifestyle, extracurricular activities, interests, and more. This will help them identify the cause of the stress and then together you can find ways to manage it.

Licensed therapists are available on Blue CareOnDemand and can help you get the support you need. Enroll today and you'll be able to tap into care from anywhere!



See a provider 24/7 on your smartphone, tablet, or computer.

BlueCareOnDemandSC.com