FAQs

What is Blue CareOnDemand?
Blue CareOnDemand is BlueCross BlueShield of South Carolina’s new telehealth service that offers members a faster, easier way to see a doctor. Beginning January 2016, eligible members can connect with U.S. board-certified physicians 24/7/365 through video consultation.

Who is American Well?
BlueCross has partnered with a company called American Well, or AmWell, to deliver its new telehealth offering. American Well is an independent company that provides telehealth hosting and software services on behalf of BlueCross.

Please note: This service should be referred to as Blue CareOnDemand. American Well is our internal vendor — not the service offering.

Which members are eligible for this service?
Blue CareOnDemand will be available Jan. 1, 2016, to fully insured members of Major Group, BlueChoice HealthPlan and Group and Individual (G&I).

All G&I members with the exception of Medicare Supplement and Business Blue℠ Exclusive Upstate I plan holders are eligible for the service.

Who are the Blue CareOnDemand doctors?
Clinical services are provided by Online Care Group — the nation’s first and largest primary care group devoted to telehealth. All doctors are U.S. board-certified, licensed and credentialed.

What types of conditions can telehealth doctors treat?
The initial rollout of Blue CareOnDemand will focus on urgent care to treat the most common health issues, such as colds, flu, fever, rash, abdominal pain, pinkeye, ear infection and migraines. Doctors can provide consultation, diagnosis and even prescriptions, when appropriate. Blue CareOnDemand may expand later in 2016 to include other specialties.

Can telehealth doctors send continuity of care records to primary doctors?
Members will receive a record of their visits to share with their primary care doctors.
How do members register for Blue CareOnDemand?
There are two ways for members to register:

1. Download the “Blue CareOnDemand” mobile app on iTunes or Google Play
2. Visit www.BlueCareOnDemandSC.com

Please note: The app and website are still in production. They are not yet available to view.

What type of information will members have to provide during registration?
Members must provide their BlueCross membership IDs and dates of birth to confirm their eligibility. They will also need to answer a few questions about their medical histories to assist Blue CareOnDemand doctors with diagnosis. Members are only required to register once.

How do members use Blue CareOnDemand?
After registration, members can log in to the Blue CareOnDemand mobile app or www.BlueCareOnDemandSC.com for virtual consultation with doctors as needed. Please note, members must be connected to the Internet to use the service.

What is the cost for each consultation?
For members with copayments, the out-of-pocket cost is the same amount as an office visit to their primary doctor. For members with high-deductible plans, the out-of-pocket cost is $59, and the fee will be applied to their deductible/out-of-pocket maximum. Real-time eligibility will be in place to let members know their financial responsibilities at the time of the consultation.