

## FREQUENTLY ASKED QUESTIONS

About the new Blue CareOnDemand Powered by MDLIVE experience for BlueCross BlueShield of South Carolina members



**Q: Can I use the Blue CareOnDemand app on or after Jan. 1, 2024?**

No. Beginning Jan. 1, 2024, the Blue CareOnDemand app and [www.BlueCareOnDemandSC.com](http://www.BlueCareOnDemandSC.com) will no longer be ways to access the telehealth services provided by your health plan.

**Q: What if I need a telehealth appointment on or after Jan. 1, 2024?**

Beginning Jan. 1, 2024, you'll access the updated Blue CareOnDemand through your My Health Toolkit® account.

**Q: What do I need to do to be sure I'm ready for a telehealth appointment on or after Jan. 1, 2024?**

Here's what you'll need to do:

- 1. Before Dec. 31**, download your Blue CareOnDemand visit history and records, and do not schedule any appointments through Blue CareOnDemand for January 2024 or beyond.
- 2. Before Jan. 1**, delete the Blue CareOnDemand app from your phone or tablet and delete any bookmarks to [www.BlueCareOnDemandSC.com](http://www.BlueCareOnDemandSC.com) in your internet browsers.
- 3. Starting Jan. 1**, access Blue CareOnDemand Powered by MDLIVE by logging in to My Health Toolkit.
- From your desktop, visit [www.SouthCarolinaBlues.com](http://www.SouthCarolinaBlues.com) to log in. Select **Providers & Services**, then **Telehealth**. From the My Health Toolkit app, select **Find Care**, then **Video Visit**.
- Follow the instructions to register for the updated Blue CareOnDemand experience.

**Q: How do I access My Health Toolkit?**

You can access your My Health Toolkit account online at [www.SouthCarolinaBlues.com](http://www.SouthCarolinaBlues.com) or by downloading the My Health Toolkit app on your mobile device. If you already use the My Health Toolkit website, your username and password are the same for the mobile app.

New to My Health Toolkit? All you need to get started is the member ID on your insurance card or the subscribing member's Social Security number and your date of birth. If you share a health plan with family members ages 16 and over, they can register for individual accounts, too.

**Q: Can I select a specific doctor?**

Yes, you can select a specific doctor based on your preferences or choose to see the next available doctor.

**Q: Are Blue CareOnDemand doctors as qualified as doctors I'd see in an office?**

Yes, Blue CareOnDemand doctors are board-certified with an average of 15 years of experience.

**Q: How does the doctor get to know me during a virtual visit?**

Just like at an in-person visit, the doctor reviews your medical history and specific concerns before the consultation. The doctor will ask questions to identify symptoms and give you a diagnosis and treatment plan during the visit.

**Q: During the visit, can telehealth doctors write prescriptions?**

When clinically appropriate, telehealth doctors can write new prescriptions and send them electronically to your preferred pharmacy. Telehealth doctors can also renew existing prescriptions if your primary care doctor is not available.

