Telehealth Services
Regence Doctor on Demand FAQ

King County
Investing in YOU

Employees and family members enrolled in KingCare and KingCare Select medical plans can access telehealth services through Doctor on Demand. Using your smartphone or computer, you can access Doctor on Demand for urgent care, basic primary care, and behavioral health services 24-hours a day, seven days a week. You normally pay $10 per visit, however, during the COVID-19 pandemic, Doctor on Demand copays are waived.

What types of conditions can I get treatment for using Doctor on Demand?

Here's a short list of common conditions or situations you can receive treatment for via telehealth:

Commonly treated Medical Needs	Commonly treated Mental Health Needs
Acne	Depression and anxiety
Allergies	Eating disorders
Asthma	Obsessive compulsive disorder
Bronchitis	Mood swings
Cold & Flu/ Fever	Marriage/family counseling
Headache	Child behavior
Infections	Loss and grief
Joint Aches & Pains	Post-traumatic stress disorder
Nausea/vomiting	Stress
Pediatrics	Sleep disorders
Pink Eye	Smoking addiction
Rashes	Substance abuse
Sinus Infection	
Urinary tract infection	

What types of specialists are available?

Doctor on Demand offers U.S. licensed and board-certified providers, licensed to practice in all 50 states.
Medical providers: Medical doctors, MD
Behavioral health providers: Psychologist, PsyD, PhD; and Psychiatrist, MD

Can I use Doctor on Demand anytime?

Yes, Doctor on Demand is available 24 hours per day, seven days a week.

Do I get to choose my provider? Can I make appointments in advance?

You can choose your provider for scheduled appointments. When you are setting up your appointment, you will see short bios of available providers that show their background and training. You also can schedule follow-up appointments with the same provider.

When you need an appointment immediately, you can choose the type of provider or specialist you will see, but you will get an appointment with the next available provider.

Behavioral Health services are only available by appointment.

What if I need a prescription?

Doctor on Demand can electronically send a prescription to your preferred or closest pharmacy for quick, same day pickup. Home delivery options are also available in some areas.

What if I need a lab test?

Doctor on Demand can order lab tests to the closest in-network LabCorp or Quest location. The lab will forward the results to your Doctor on Demand provider, who will then follow up with you.

English is not my primary language. Can you provide translation services?

Doctor on Demand provides translation services for scheduled appointments. If you need translation services, please call Doctor on Demand customer service at (800) 997-6196 to arrange your visit. Translation services may not be available for urgent, on-demand visits.

Can Doctor on Demand provide summaries of my visit to my regular primary care provider (PCP)?

Yes. You can ask your telehealth provider to send the after-visit summary to your PCP. You also can view, download, or forward a visit summary in your secure account to your PCP using secure email.

How much does a Doctor on Demand visit cost?

The cost is normally $10 per visit. You pay electronically using a debit or credit card at the time of service. However, due to the COVID-19 pandemic, copays are waived.

How do I access Doctor on Demand?

There are multiple ways you can access Doctor on Demand. You do need to set up your account before using services. You can do this in advance (recommended) or before your first visit. If you need help setting up your account, call Doctor on Demand at (800) 997-6196.

➢ Doctor on Demand mobile app
- Download the telehealth vendor app from Google Play or the Apple Store and register on your smartphone
- You'll need your Regence member ID number to register

➢ Regence BlueShield website or app
- Go to your member dashboard or go to the Programs tab, then Telehealth
- Or, link to Doctor on Demand from the Find a Doctor tool