

MUSC Virtual Urgent Care Account FAQs

SC Department of Corrections

Dependents include: Spouses and children up to age 26

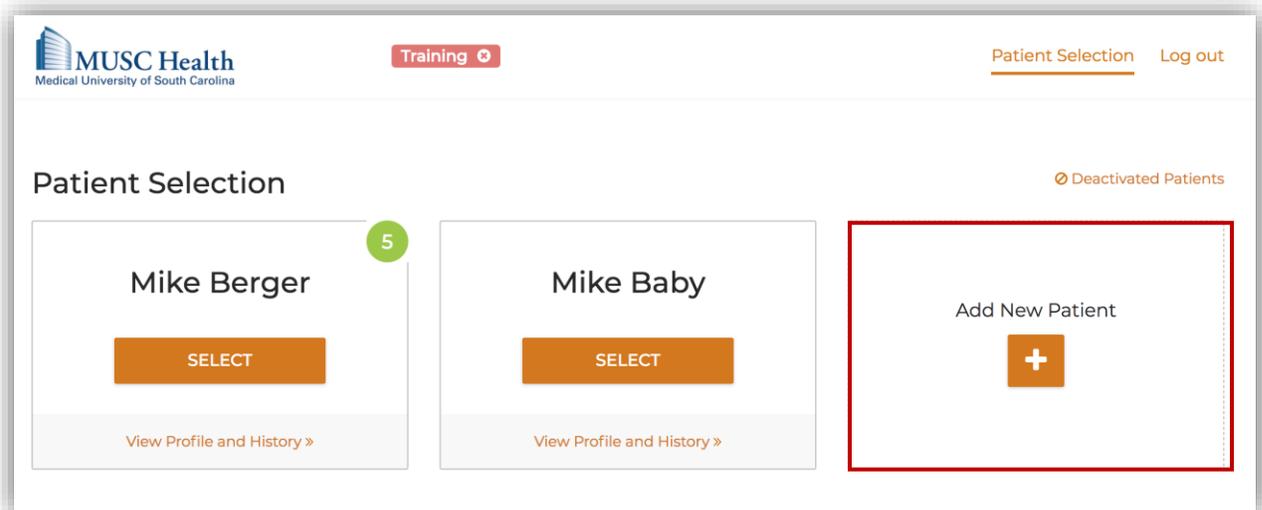
** Due to telehealth laws, the patient must reside in SC to utilize this benefit

A. I have never used MUSC Virtual Urgent Care: How do I sign up?

- To get set up with an account, simply visit this [link](#) and create an account using your @doc.sc.gov email address. Make sure to select the Benefit Group: “MUSC Business Partners”.
- After creating your account, you will receive an email, which asks you to verify your account.

B. My dependents have not signed up for MUSC Virtual Care. How do I create their account so they can also receive this benefit?

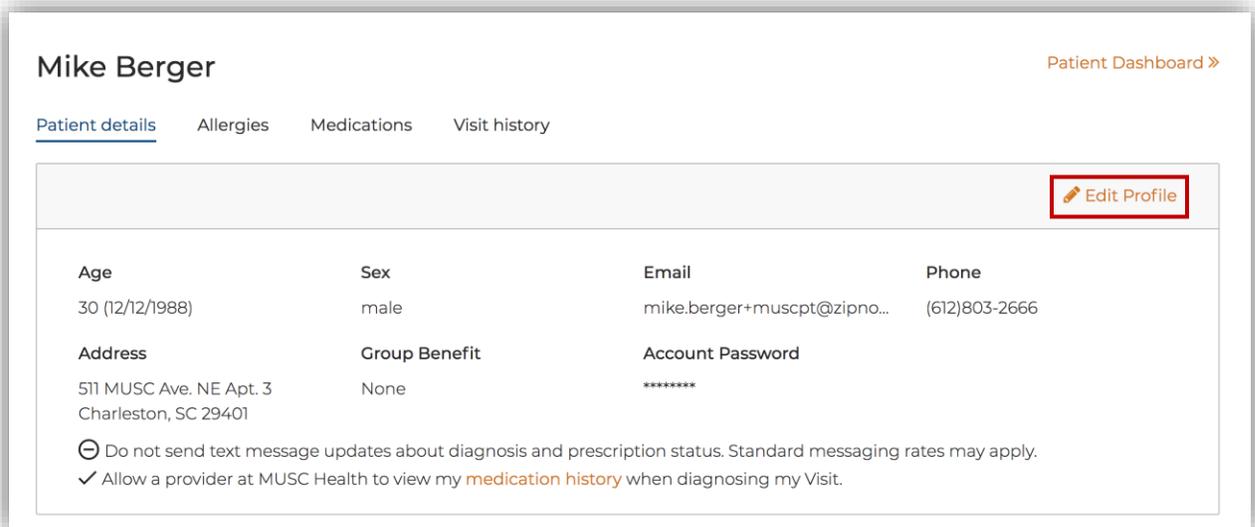
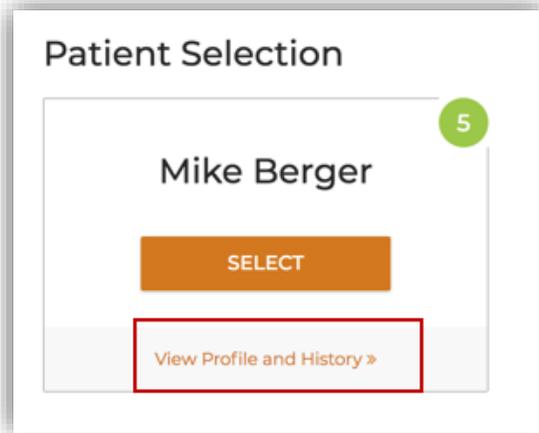
- Once you have created your account using your @doc.sc.gov email address, at any time you can add a dependent (spouse, child up to age 26).
- Login to your Virtual Care account. Select “Patient Selection” and then “Add a new patient” as pictured below.
- When creating their account, be sure to select the Benefit Group: “MUSC Business Partners”.



C. I have already created a MUSC Virtual Care account, but I did not use my @doc.sc.gov email address. Can I still get the benefit?

- To receive this benefit, you will need to change the email address on your profile.
- Login to your account. Select “View Profile and History” under your account

- Under “Patient Details”, select “Edit Profile”



- Update your email address with your @doc.sc.gov email address
- Type in your current password to confirm the change.
- You will also be sent an email to your original email address to verify the change.

- Next, you will need to update your Benefit Group.

- Right above the Email Address section, select the benefit group “MUSC Business Partners”
- Select “Update Profile” to save the changes.

Group benefit
We partner with insurance providers and employers to offer special pricing and in some cases online insurance submission. Enter your information so we can connect you with your insurance provider and/or employer.

Benefit Group

D. My dependent (spouse or child up to age 26) has already created a MUSC Virtual Care account. How do I make sure they are able to receive the benefit?

- Once you have created your account using your @doc.sc.gov email address, at any time you can manage your dependents (spouse, child, or other legal dependent).
- You will need to create a new, duplicate account for the dependent for them to receive the no charge benefit. (*Note – a duplicate account only needs to be created if the dependent has a separate, unique login not connected to your account.*)
- Next, scroll down to the Group Benefits section to edit the details of the profile, then, select the “MUSC Business Partners” benefit group. This will link the dependent to your profile.
- Select “Update Profile” to save the changes.

If you need additional assistance, please email telehealthcallcenter@muscd.edu

or call

MUSC Virtual Urgent Care Support at 843-261-5940