

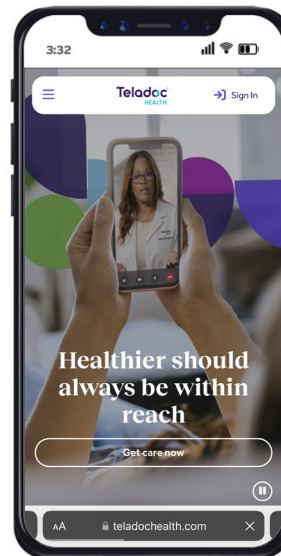
How to set up your Teladoc Health (Teladoc) account

Registration

Step 1: Go to teladoc.com, and click *Sign-In* in the top right-hand corner. Then click *Create a new account* at the bottom of the screen.

You can also visit https://member.teladoc.com/registrations/get_started to register. The first screen you will see is shown to the far right. Fill in your demographic information and select *Next*.

Note: Do not check the health code box that appears below date of birth. You do not need a Teladoc health code to register.

A smartphone screen showing a registration form titled 'Let's start by finding your benefits'. The form includes fields for 'First Name*', 'Last Name*', 'Date of birth*' (with a MM/DD/YYYY format), 'Country*' (a dropdown menu showing 'United States of America'), 'Zip code*', and 'Email address*'. Each field has a small asterisk indicating it is required.

Step 2: Select the Insurance company "Independence Administrators," enter your member ID number, and select *Next*.

A smartphone screen showing a registration form titled 'Let's get your health insurance info'. The form includes a section for 'Select your health insurance provider below. Teladoc is covered by most major insurers.' followed by a dropdown menu for 'Insurance company*' with 'INDEPENDENCE ADM...' selected. Below this is a 'Member ID*' field. At the bottom, there is a link that says 'No insurance coverage? You can also pay per visit.' and a purple 'Next' button.

Step 3: You will be asked to enter/confirm that your address is correct, create a username and password, answer security questions, enter your phone number, and select your preferred language for visits. After completing these fields, click *Next*.

Once you register, you can log in to your Teladoc account and request a consultation. You can choose the type of provider you want to see, the time and date of your appointment, and the method of communication. You can also upload any relevant medical records or images.

You will receive a confirmation email and a reminder before your appointment. You can also cancel or reschedule your appointment if needed.

3:32

Nearly done...please provide your address and phone

*Required

Street address 1*

Street address 2 (optional)

City*

Country*

United States of America

State*

Zip code*

3:32

Perfect! Let's tie up the details

*Required

Username*

Password*

- use 10-20 characters
- include at least one number and one letter

Confirm Password*

Each security question cannot be selected more than once. Answers must be at least 2 characters with no special symbols.

Country*

Step 4: Complete your medical history if you are seeking to do a Teladoc visit. Some questions may be specific to your gender and age. If you do not need care at this time, there are links to *Add a dependent* or *Go to my homepage*.

< Back

Are you ready to get care?

Before you can see a provider, share some information about your health, lifestyle and family history. This just takes a few minutes, and you'll only need to do it once.

Complete medical history

Don't need care yet? Explore other options.

Add a dependent

Go to my homepage

How to schedule an appointment using Teladoc

Making an appointment

Making an appointment is easy, just follow the steps for the type of virtual care you are seeking. **Note:** You will need to provide your credit or debit card information when setting up your account, even if your plan has \$0 copay for visits. This is required because members who schedule Mental Health Visits that they do not attend will be charged a no-show fee.

Step 1: Select the type of care you need.

Good Afternoon

How are you today?

Let's find the right care.

Request a visit

24/7 Care

☒ As soon as today

☐ Video ☐ Phone

Talk to a doctor

Mental Health

Step 2: Select the patient seeking care. You can also add a dependent if none appears.

Who needs help today?

Prior to this visit, please ensure [your medical history](#) is updated with the most current information.

Family members

JOHN DOE
You, 39 years old

+ Add dependent

If this is a medical emergency, please dial [9-1-1](#).

Continue

Step 3: Choose the location you will be located during your scheduled appointment. Your provider will be assigned based on your location.

Okay, we need to know where you will be

Because medical regulations can differ based on location, we use this information to connect you to the appropriate licensed provider.

Select State *

📍

Continue

Step 4: You'll receive an estimated wait time based on the time you select for your appointment, where you can also select the preferred format of your appointment (video call or phone call).

Current estimated wait time

10 minutes or less

This is an estimate only. Your actual wait time may vary during peak hours.

*Required

Select visit type *

Phone *

Video *

Select a time *

As soon as possible

Step 5: Review the information for your visit before confirming your appointment. Once confirmed, you'll be notified via text or email of your upcoming appointment.

Without virtual care, where would you have gone to seek care?

Urgent care or Retail clinic

☒

(Optional) I agree to the release of my medication history, if available, for review by a clinician or provider for this visit.

☒

(Optional) I give permission for my visit to be recorded. The reason for recording my visit is to help improve the visit notes for my medical record for quality-of-care purposes. After the recording has been processed, it will be destroyed.

Confirm visit

Step 6: You'll receive an appointment confirmation by email or text.

Appointment confirmation email has been sent to you.



The next available provider will call you at the number you provided as soon as they are available.

Please note, your provider will call from a blocked / anonymous number. To disable anonymous call blocking from a landline, dial *87 on your telephone. To disable on your cell phone, refer to your phone's setting options.

If you experience any issues or need to change or cancel your visit, please call [1-800-Teladoc \(800-835-2362\)](tel:1-800-Teladoc).

A provider will call you as soon as possible.

Step 7: You can see or cancel your upcoming appointments in your Teladoc account home screen.

Upcoming visits 1



Tue, Feb 6 at 4:18 PM EST

General Medical visit.

Your General Medical visit is starting soon.

Cancel visit

Get care

Programs

Health info

Messages

Account

Teladoc Health and the practitioners accessible through Teladoc Health are independent companies and contractors not affiliated with Independence Administrators. Please consult a physician for personalized medical advice. Always seek the advice of a physician or other qualified health care provider with any questions regarding a medical condition.

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