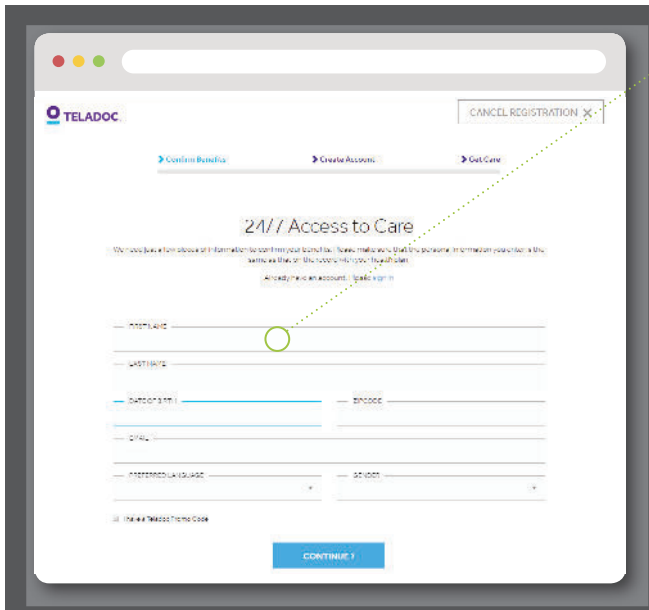




Get started with Teladoc

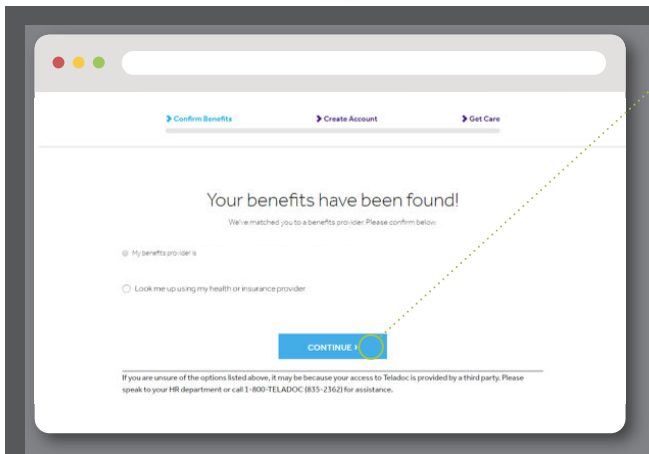
It's quick and easy to set up your account online. Simply visit the Teladoc® website, click **"Set up account,"** and then follow the instructions below.



The screenshot shows a registration form on the Teladoc website. At the top, there are navigation links: 'Confirm Benefits', 'Create Account', and 'Get Care'. The main heading is '24/7 Access to Care'. Below the heading, there is a sub-heading 'We need a few more bits of information to confirm your benefits. Please make sure that the person in connection with the benefits listed on this screen is the person who you wish to use for your Teladoc account.' and a link 'Already have an account? Sign in'. The form contains several input fields: 'FIRST NAME', 'LAST NAME', 'DATE OF BIRTH', 'PHONE', 'EMAIL', 'ADDRESS (STREET)', and 'CITY/STATE'. There is also a 'NEW? ENTER THE CODE' field. A blue 'CONTINUE' button is at the bottom.

1. Confirm benefits

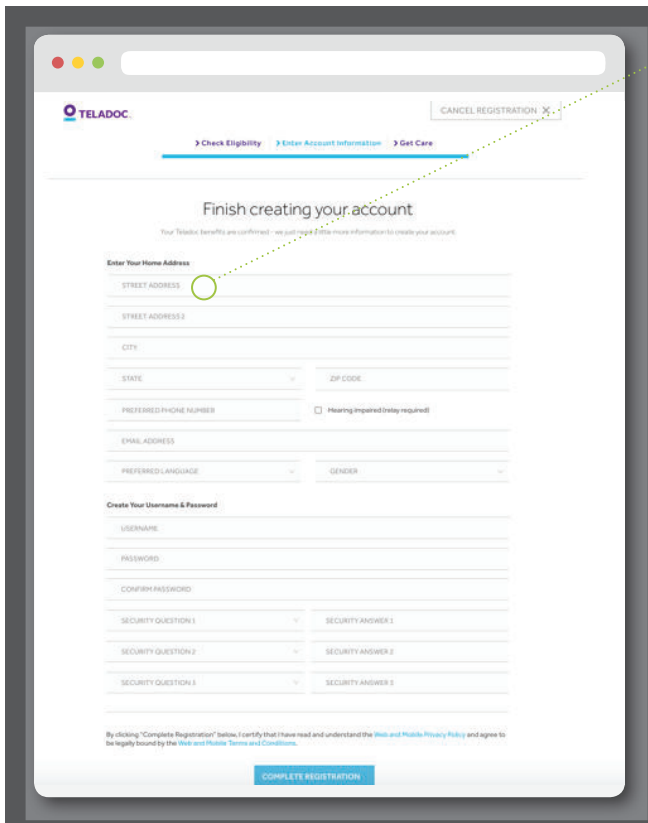
Provide some information about yourself to confirm your eligibility.



The screenshot shows a confirmation screen on the Teladoc website. At the top, there are navigation links: 'Confirm Benefits', 'Create Account', and 'Get Care'. The main heading is 'Your benefits have been found!'. Below the heading, there is a sub-heading 'We've matched you to a benefits provider. Please confirm below.' and two radio button options: 'My benefits provider is' and 'Look me up using my health or insurance provider'. A blue 'CONTINUE' button is at the bottom. At the very bottom, there is a small disclaimer: 'If you are unsure of the options listed above, it may be because your access to Teladoc is provided by a third party. Please speak to your HR department or call 1-800-TELADOC (833-2362) for assistance.'

2. Benefit confirmation

We'll confirm that we found your benefits. Click "CONTINUE" and finish creating your account.




The screenshot shows a web browser window with the Teladoc logo in the top left and a 'CANCEL REGISTRATION' button in the top right. A progress bar below the logo has three steps: 'Check Eligibility', 'Enter Account Information', and 'Get Care'. The current step is 'Enter Account Information', which is titled 'Finish creating your account'. Below the title, there is a sub-header 'Enter Your Home Address' and a 'STREET ADDRESS' field with a green circle around it. Other fields include 'STREET ADDRESS 2', 'CITY', 'STATE', 'ZIP CODE', 'PREFERRED PHONE NUMBER', 'EMAIL ADDRESS', 'PREFERRED LANGUAGE', and 'GENDER'. There is a checkbox for 'Hearing impaired (only required)'. Below this is the 'Create Your Username & Password' section with fields for 'USERNAME', 'PASSWORD', and 'CONFIRM PASSWORD'. At the bottom, there are three 'SECURITY QUESTION' fields and their corresponding 'SECURITY ANSWER' fields. A 'COMPLETE REGISTRATION' button is at the very bottom. A dotted line points from the '3. Create account' text to the 'STREET ADDRESS' field.

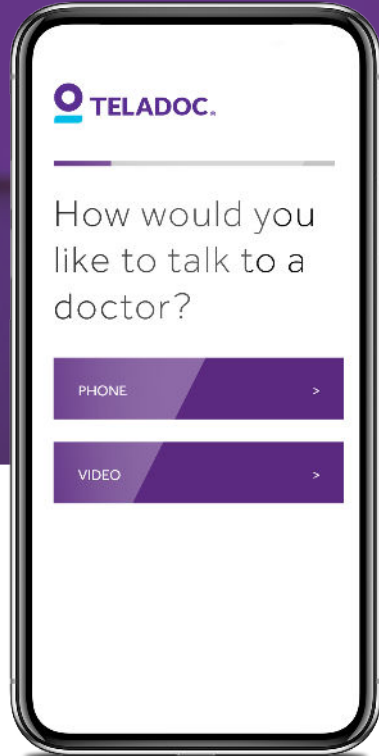
3. Create account

Enter your contact information, username, password, and security questions.

Talk to a doctor anytime for free

Visit [Teladoc.com](https://www.teladoc.com)

Call 1-800-TELADOC (835-2362) | Download the app  



You've got Teladoc

Talk to a doctor anytime,
anywhere by phone or video.

Set up your account today to talk to a U.S.-licensed physician for non-emergency medical conditions like the flu, sinus infections, bronchitis, and much more.



Create account

Use your phone, the app, or the website to create an account and complete your medical history



Talk to a doctor

Request a time and a Teladoc doctor will contact you



Feel better

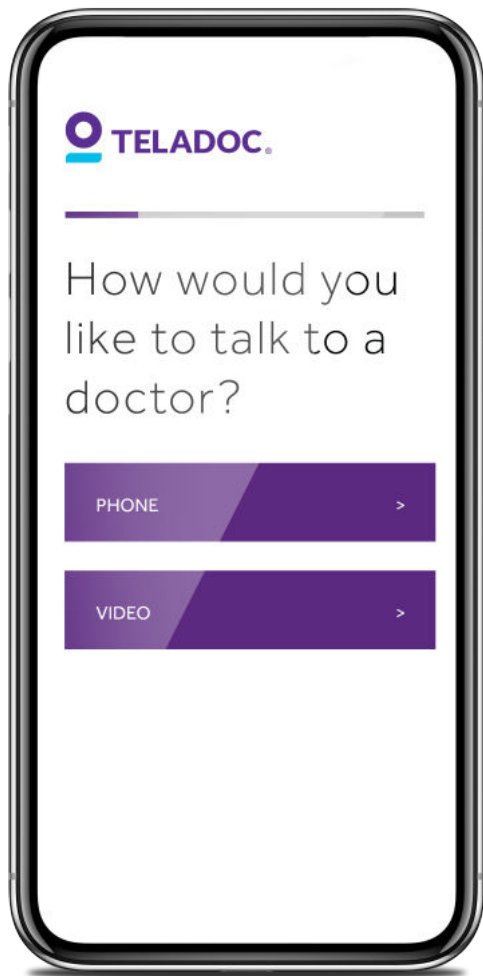
The doctor will diagnose symptoms and send a prescription if necessary

Talk to a doctor for free

Visit [Teladoc.com](https://www.teladoc.com)

Call 1-800-TELADOC (835-2362) | Download the app  

Set up your Teladoc account in 4 easy steps



Download the app to talk to a doctor
anytime, anywhere* by phone or video.

- 1 Download the app**
Search for "Teladoc" in the App Store or on Google Play.
- 2 Set up your account**
Once you've downloaded the app, select "Set up your account."
- 3 Enter basic contact information**
Provide some information about yourself to confirm your eligibility. We'll confirm we found your benefits and you'll continue creating your account.
- 4 Create your account**
Enter your address and phone number, create a username and password, pick security questions, and agree to terms and conditions.

*Teladoc is not available internationally.

Download the app to talk to a doctor for free

Visit [Teladoc.com](https://www.teladoc.com)

Call 1-800-TELADOC (835-2362) | Download the app  

Teladoc member

Frequently Asked Questions

What is Teladoc?

Teladoc is a healthcare service that offers convenient, confidential access to quality doctors 24/7, anytime, anywhere.

By scheduling a visit with one of our U.S. board-certified and licensed medical doctors, you can be diagnosed, treated, and prescribed medication if necessary.

What can I use Teladoc for?

Teladoc can help you with everyday, non-emergency healthcare issues, including sinus problems, allergies, flu symptoms, and much more. Skip the waiting room and the trip to the ER. We're here to help you feel better, faster, and get you back to living your life.

Does Teladoc replace my doctor?

No. Teladoc doesn't replace your primary care doctor. Teladoc should be used for non-emergency illnesses when it is not convenient to get to the doctor or it is outside of regular office hours.

How do I set up my account?

Download the Teladoc app, visit the website, or call the number below to set up your account.

Do I need to have my insurance information available?

No. Teladoc is a separate benefit, and your insurance information is not required to have a visit.

How do I pay for the visit?

If there is a fee, you can pay with your HSA (health savings account) card, credit card, prepaid debit card, or by PayPal.

Is there a time limit when talking to the doctor? And am I charged more for taking longer?

There is no time limit for visits, and there is no extra charge for longer doctor visits.

How do I access Teladoc?

The service can be accessed by app, web, or phone, and visits are available by phone or video.

If the Teladoc doctor recommends that I see my primary care doctor or a specialist, do I still have to pay the Teladoc visit fee?

Just like any doctor appointment, there is a fee for the consulting doctors time. However, your plan covers this cost.

Can my family use Teladoc?

This varies depending on your specific Teladoc plan. Most plan designs allow you to use the Teladoc service for you, your spouse, and your dependents. Dependents over 18 years old must call our service center to request a visit. For dependents under 18 years old, the primary account holder must request a visit on their behalf through the app, website, or by phone.

How much does it cost?

The cost of a Teladoc visit varies depending on the type of visit you are requesting and your plan design. Please refer to your welcome letter, or call 1-800-TELADOC (835-2362) if you wish to confirm pricing prior to requesting a visit. You will also see the visit fee during the visit request process.

Who are the Teladoc doctors?

Teladoc doctors are U.S. board-certified internists, family doctors, and pediatricians. They average 20 years of experience and are licensed to practice in your state.

Can Teladoc physicians prescribe medications?

Yes, when medically appropriate, doctors can prescribe medications. If a prescription is not required, the doctor may provide the member with instructions for managing symptoms or following up with their primary care doctor.

Can my primary care doctor get a record of my Teladoc visit?

With your consent, we'll send an electronic copy of your Teladoc visit to your primary care doctor.

Can I use Teladoc while traveling?

Teladoc is available in all 50 states, so you can use the service while traveling within the United States. Some restrictions may apply.

Who should I contact if I have questions or encounter an issue?

We aim to make your experience with us as seamless as possible. If you have any further questions or encounter an issue, please visit our website at [Teladoc.com](https://www.teladoc.com) or call our member services team at 1-800-TELADOC (835-2362).

Download the app to talk to a doctor for free

Visit [Teladoc.com](https://www.teladoc.com)

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