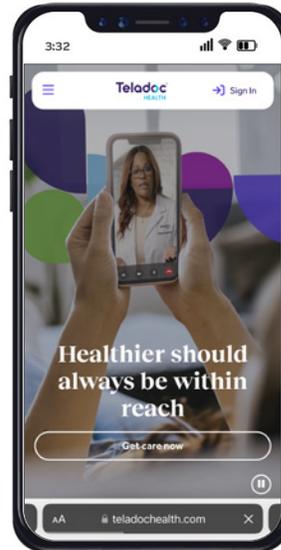


How to set up your Teladoc Health (Teladoc) account

Registration

Step 1: Go to teladoc.com, and click *register now* in the top right-hand corner.

A smartphone displaying a registration form titled "Let's start by finding your benefits". The form includes fields for "First Name*", "Last Name*", "Date of birth*" (MM/DD/YYYY), "Country*" (United States of America), "Zip code*", and "Email address*". A "Required" label is present at the top of the form.

Step 2: Once you enter your demographic information, you may reach the *We found a match* screen. Please ensure that the coverage being populated matches your plan name.

If *We found a match* does not appear, you will see the *Select your health insurance* screen. Select the Insurance company "Independence Administrators," enter your member ID number, and select *Next*.

Note: You may be asked for your member ID when making updates to your account or making an appointment.

Note: Do not check the health code box.

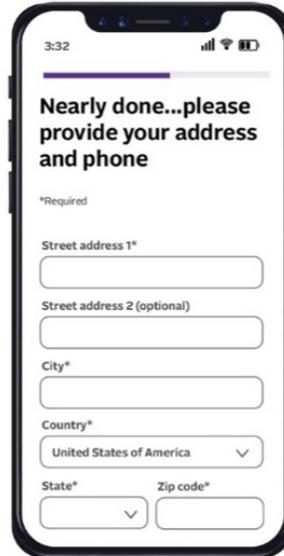
Do not check the box indicating you received a Teladoc health code that appears below date of birth. **YOU DO NOT NEED A TELADOC HEALTH CODE TO REGISTER.**

A smartphone displaying a registration screen titled "We found a match!". The screen shows a "Plan Name" field with a dropdown arrow. Below the field, there is a small text box that says "Is this incorrect? Add new coverage or call us at 1-800-835-2362". A purple "Next" button is at the bottom.A smartphone displaying a registration screen titled "We need a little more info". The screen includes a "Health or insurance plan*" dropdown menu. Below the dropdown, there is a purple "Continue" button and a link that says "My provider is not on the list". A "Required" label is at the top.

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*

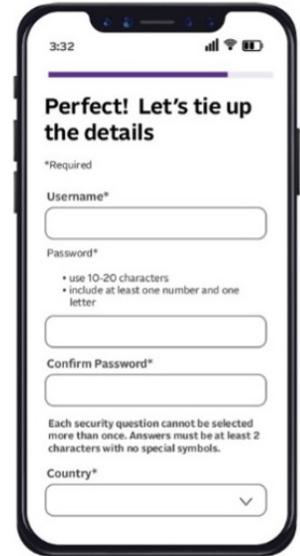
Street address 2 (optional)

City*

Country*

United States of America

State* Zip code*



3:32

Perfect! Let's tie up the details

*Required

Username*

Password*

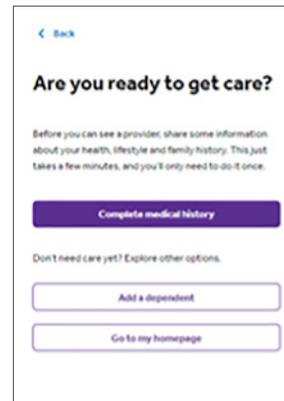
- use 10-20 characters
- include at least one number and one letter

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

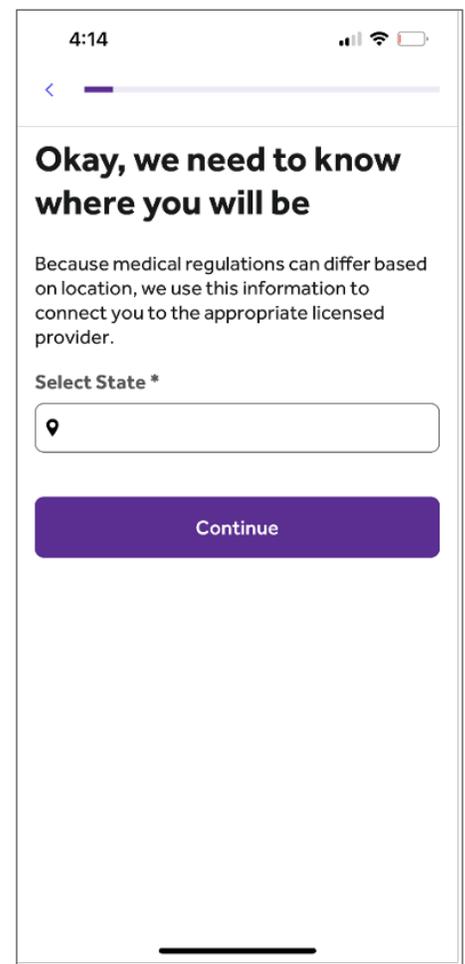
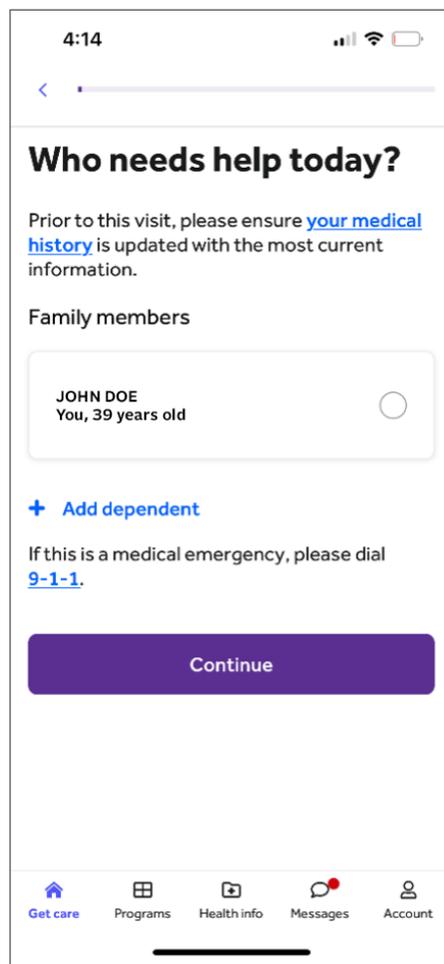
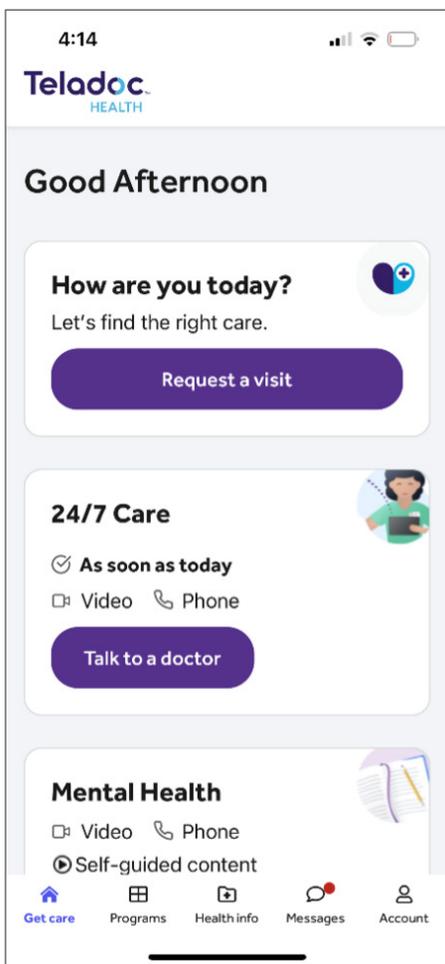
Making an appointment

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.

Step 1: Select the type of care you need.

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

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



Step 4: Prior to this step, you may be asked a few questions about your medical history. If not, 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).

4:14

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

Select ASAP to wait. Or you can schedule a visit for today or tomorrow between 7 AM and 9 AM.

Continue

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.

4:18

As soon as possible

Visit type
Phone

Payment
\$00.00 with PayPal

*Required

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

Urgent care or Retail clinic

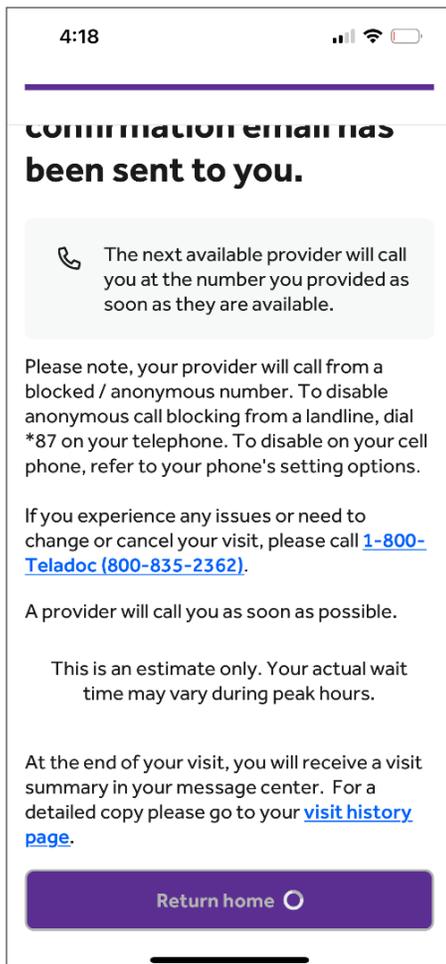
(Optional) I agree to the release of my medication history, if available, for review by a clinician or provider for this visit.

(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.

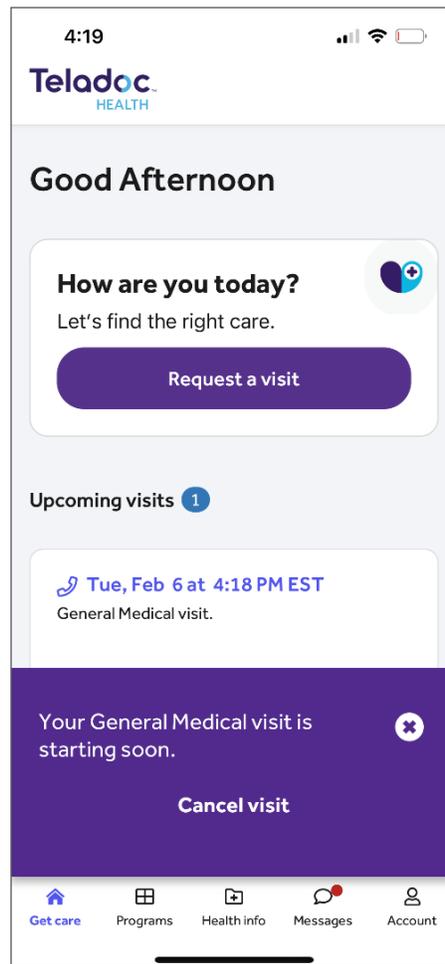
Confirm visit

Note: if you're scheduling a Mental Health visit, you may be asked to provide your credit card information. If you don't show for your appointment, your credit card will be charged up to \$50. This up to \$50 no show fee only applies for Mental Health visits.

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



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

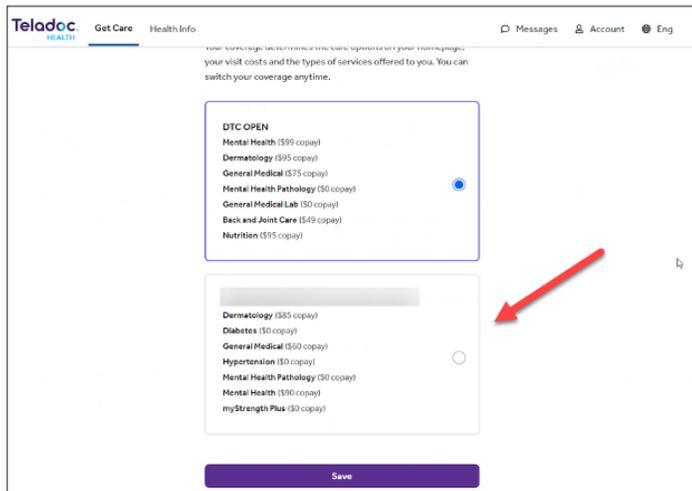


Frequently Asked Questions about using Teladoc Health

How do I confirm my health plan?

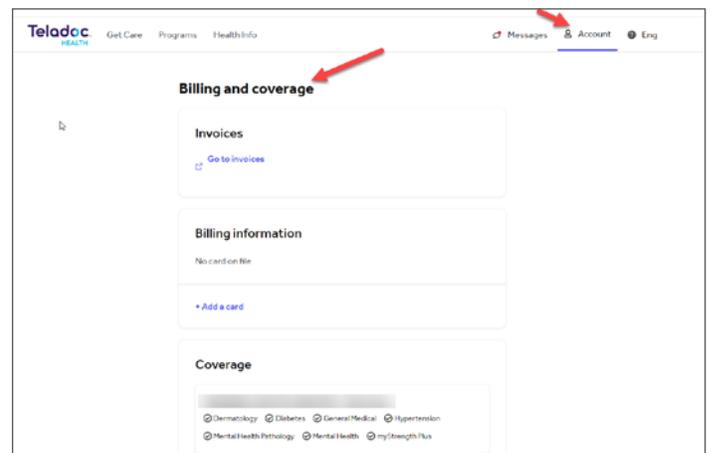
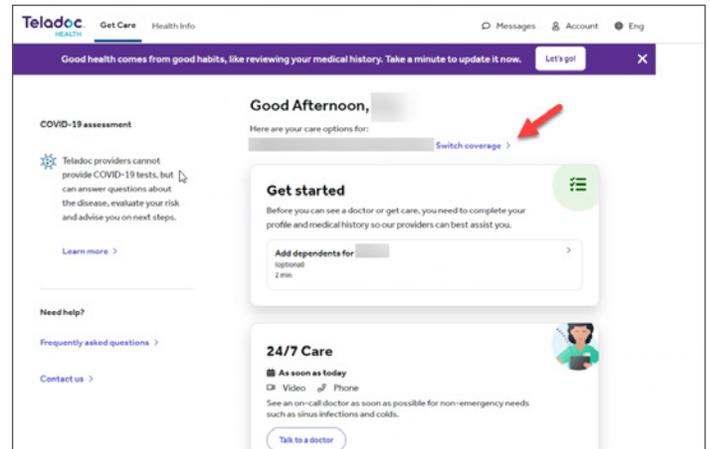
It is important to confirm your health insurance plan in Teladoc. If you had a Teladoc or Livongo account in the past, you will have to select your current Independence Administrators coverage before you use your new Teladoc benefits. If you are not connected to your Independence Administrators plan, you may see incorrect benefit information.

There are several options to confirm your health plan. When you sign in to Teladoc, you may see a prompt to select from different coverage options. You should choose the option that matches your current coverage.



Note: If you see the screen above, please ignore the costs displayed next to your coverage. These are not your true costs. The costs you pay will be displayed before you schedule an appointment.

You can also confirm that your coverage is displaying correctly on your Teladoc homepage, and switch between coverages you may have by clicking "switch coverage" as displayed below. If you need to review or change your coverage, you can confirm this by going to your Homepage, click on *Account* at the top of your screen, then click on *Billing and Coverage*. When you scroll down, you can see all the coverages on your account, and add additional or new coverage should you need to. You can also contact Teladoc customer service at 1-800-835-2362 if you have any questions or issues.



How do I obtain a refund for an appointment I paid out of pocket for?

If you registered for Teladoc and had a visit in January, please also confirm that you paid the correct amount listed in your health plan benefits.

If you paid a higher copay or cost-sharing, you are eligible for a refund from Teladoc. To request a refund, please call the number on the back of your member ID card, 1-833-242-3330.

The reimbursement will be processed within 7 – 10 business days after Teladoc verifies your information and what you paid for the appointment. You will receive an email confirmation of the refund to your original method of payment.

Do you need to update your coverage for Teladoc?

If you registered for Teladoc and had a consultation before January 12, you may need to update your coverage in your account. In early January there was a registration issue with Teladoc that has been resolved.

If you have an appointment scheduled for a future date, you will also need to reschedule this appointment once you have added your coverage.

Can dependents over 18 create their own account?

Yes. A dependent over 18 can create their own account.

How can I add dependents?

Minors under 18 will need to be added to your account as a dependent. You can do this by going to your Teladoc homepage, then in the upper right-hand section of the page select *Account*, then select *Family*, and finally select the plus sign (+) to add a dependent.

Is there a no-show fee for missed appointments?

There is a no-show fee only for missed mental health visits. The no-show fee can be up to \$50, and you may be asked for a credit card to be on file when scheduling your appointment. Even if your benefits provide a \$0 cost-share for services, you may still be asked for your credit card information.

Can I meet with the same provider for mental health services?

Yes, if continued visits are needed, you can schedule an appointment with the same provider for a later date and time.

Do I need to provide a Teladoc health code or check the health code box when registering?

No. When registering, please do not check the health code box indicating you received a Teladoc health code (this may appear below your date of birth). You also do not need to provide a code to register.

I paid \$0 for a previous visit. Will I be billed later for this?

No. You will not be billed for any services where payment was not taken at the time of visit OR for a no-show fee for Mental Health visits.