

Help your employees get started

We will send an engagement letter explaining the easy steps for members to register, but it is helpful for you to know the process as well.



Follow these easy steps:

Step 1: Register

After the benefit effective date, members can register their account by phone, web, or mobile app. All they need is basic information such as name, date of birth, name of employer, and Member ID.

- Visit [Teladoc.com](https://www.teladoc.com) to set up their account
- Download the app and click “Activate account”
- Call 1-855-Teladoc (835-2362) and a member services agent will set up their account over the phone

Step 2: Complete medical history

Once members register, they will need to complete a medical history that provides our doctors with the information needed to make an accurate diagnosis.

The medical history details past conditions, medications, and allergies, as well as information about their family’s medical history.

Step 3: Register minor dependents (under 18)

Members also need to register their eligible dependents under the age of 18.

Once logged in to their account:

- Go to the “My Family” tab
- Click “Add Dependents”
- Enter required information
- Follow the instructions to register and complete minors’ medical history
- Add adult consenters if you wish to designate another adult who can request a consult for your minor dependent

Adult dependents aged 18 years or older must set up their own account (register and complete medical history).