

IMPORTANT INFORMATION FOR MEMBERS AND DEPENDENTS TO ACCESS COVERAGE



Teladoc Member Registration

Members and eligible dependents can register by calling Teladoc at **(800) 835-2362** or by accessing www.Teladoc.com.

Please Note:

- During the registration process, you will see **Valdosta City Schools** appear as the designated program/account name.
- If you have any problems with the online process, please contact Teladoc's toll-free number above for assistance. When calling Teladoc, if asked for a Company Name/Insurance Provider, please indicate Valdosta City Schools to be recognized.

Some Important Tips To Help You Register:

- To begin, select "**Register now**".
- To confirm coverage, input your First Name, Last Name, Email, Country, Zip Code, Gender, and Date of Birth.
 - A special code is not required for registration; leave code box **unchecked**.
- At the next prompt, Teladoc will match your benefits to the information you provided.
 - If you are listed under our HealtheChoices Teladoc program, your account information should appear as **Valdosta City Schools**; click Next to finish creating your account.
 - If you are also listed under a carrier's Teladoc program (BCBS, CIGNA, UHC, etc.), the carrier option may appear first. If this is the case, please find and click "create a new account" then follow prompts to finish creating your account under **Valdosta City Schools**. If you need to create a new account, use a unique username and password. Do not reuse a previous username and password.
 - **PLEASE NOTE:** If you are prompted to "**select your health insurance,**" **STOP**. This message may indicate data entered by the member does not match exactly to the information provided to Teladoc. Confirm that the information that was provided to Teladoc (spelling of name, address, date of birth, etc.) matches the information you are entering by calling the Benefit Service Center at (866) 933-2460.
- To finish creating your account, create a new username and password, answer the questions asked, check the Acceptance box, then click "**create account**".



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How To Register an Account

Step 1: Download the Teladoc mobile app or access www.teladoc.com. Then click **'Register Now'** or **'Get Started'**. Users can also call **(800) 835-2362** to register.

Step 2: Fill in the basic demographic information (First Name, Last Name, Email, Country, Zip Code, Gender, Date of Birth). Click **'Next'**.

Step 3: "We found a match!" illustrates the program offerings. Click **'Next'** to complete the Registration process.

Step 4: Create a username and password. Answer the security and visit preferences questions, and your registration is complete!

Sex assigned at birth*
Female

Month of birth*
01

Day*
01

Year*
2001

☐ I have a code from my employer, insurance or Teladoc Health.

Next

Do not check this box. (Leave blank)

Member Experience FAQs:

If the primary member has not registered prior to registering a minor dependent, the following message will be received:

Confirm Coverage Create Account Get Care

We found a match!

These care options are available with your coverage.

Payerfusion Holdings, LLC
• General Medical • Sexual Health Pathology

The above account is for a minor, so it can not be registered independently. To request care for a minor, the adult primary member must register first and minor dependents will be available under their account.

Is this incorrect? [Add new coverage](#) or call us at 1-800-835-2362

Next

Confirm Coverage Create Account Get Care

We found a match!

These care options are available with your coverage.

Payerfusion Holdings, LLC
• General Medical • Sexual Health Pathology

Is this incorrect? [Add new coverage](#) or call us at 1-800-835-2362

Next

If, after entering the demographic information, you are prompted to "Select your health insurance", contact your Benefit provider before proceeding with the Teladoc setup.

Confirm Coverage Create Account Get Care

Select your health insurance

* Required

Insurance company*

No insurance coverage? [You may want to call us at 1-800-835-2362](#)

Next

The following message indicates the demographic information entered does not match exactly as the information provided to Teladoc from the Benefit provider. (For example, use Michael instead of Mike).

If you elect to move forward in the registration process, you will not receive the programs as intended by your Benefit provider.

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Once member registration has been completed

- Members can add their eligible dependents (legal spouse and dependent children) for free; click on **My Family** tab / select **My Dependents** from the drop-down / click **Add New Dependent** and complete profile screen.
- If dependent is **under 18**, the profile data enrolls and registers the dependent.
- If dependent is **18+**, the profile data serves to **enroll only**. The 18+ dependent is required to complete their own registration online or by phone using the same instructions above.
 - **Please Note:**
 - Dependent registration must include the same dependent information (name, gender, date of birth, address) that the Primary member provided to Teladoc when completing dependent's profile screen.
 - Dependent will also be under the same Company Name/Insurance Provider as the Primary member (Valdosta City Schools).
- The member's **Medical History** must be completed prior to requesting a consult.

Please Note: New members must wait until their actual effective date to complete their Teladoc registration.

If a member tries to register a Teladoc account prior to their effective date, **Valdosta City Schools** will not appear as the designated program/account name because the member's information does not go active/live in Teladoc's system until their actual effective date. In this case, the newly created account will require a copay since it is not properly linked to the group plan.

Adding Dependents – Webpage View

TELADOC Messages Medical Info My Account **My Family** USA

Good Afternoon, test

My Dependents

Authorized Consenters

24/7 Care
(General Medical)
Get care 24/7 for non-emergency conditions like cold & flu, sinus infection, allergies and more
[Get started >](#)

TELADOC Messages Medical Info My Account My Family

My Family

Dependents

ADD NEW DEPENDENT

Step 1: Add adult and child dependents <18 years old

Step 2: Adult dependents 18+ will be sent an email to set up their own account to access care.