

## How To Create Your TELADOC Account

Teladoc must locate your AmeriCorps Health Benefits information.

When creating your Teladoc account, **you must enter information on Teladoc's account creation form that matches with the information AmeriCorps and IMG have on file for you.**

Errors most commonly occur when enrolling if what you type does not match what is on file.

**Do Not Pay To Enroll For Teladoc!** Teladoc is included at No-Cost.

Please carefully follow the instructions below

1. Go To: <http://member.teladoc.com/>.
2. Select "Create New Account".
3. Enter your First & Last Name.
  - a. Enter your full name as it appears on your Health Plan ID Card.
  - b. If your name includes any hyphens, make sure to include them.
4. Enter your Email Address.
  - a. Enter the email on file with IMG & AmeriCorps.
5. Select United States of America.
6. Enter the following ZIP Code...
  - a. **AmeriCorps VISTA Members:** Use Permanent Address ZIP Code with AmeriCorps.
  - b. **AmeriCorps NCCC/FEMA/Forest Corps:** Use your assigned Campus ZIP Code.
  - c. **Typing any other Zip Codes will cause TelaDoc to NOT find your benefits.**
7. Select sex assigned at birth.
8. Enter your Date of Birth.
  - a. Must match Date of Birth on file with AmeriCorps.
9. Do Not Select "I received a Teladoc Health code from my employer or insurance company."
  - a. This is not needed, leave it blank.

### If you are taken to a page that says your benefits are not found

**Do not try to select your benefits from the drop-down menu.** Instead, go back and try again ensuring all information you enter matches exactly with what AmeriCorps and IMG have for you.

### If you are still unable to create your Teladoc account for any reason

**Please contact IMG's customer care for help troubleshooting your AmeriCorps Health Benefits and your Teladoc account creation.**

You may also contact Teladoc, and they may be able to also help you create your account, but Teladoc may advise you to 'contact your benefit administrator', which is IMG. This is because IMG may have to take our own steps to fix more uncommon issues that could affect setting up your Teladoc account. For example: IMG sometimes may need to send updated information about your health benefits to Teladoc.