

How to Get Started with Teladoc

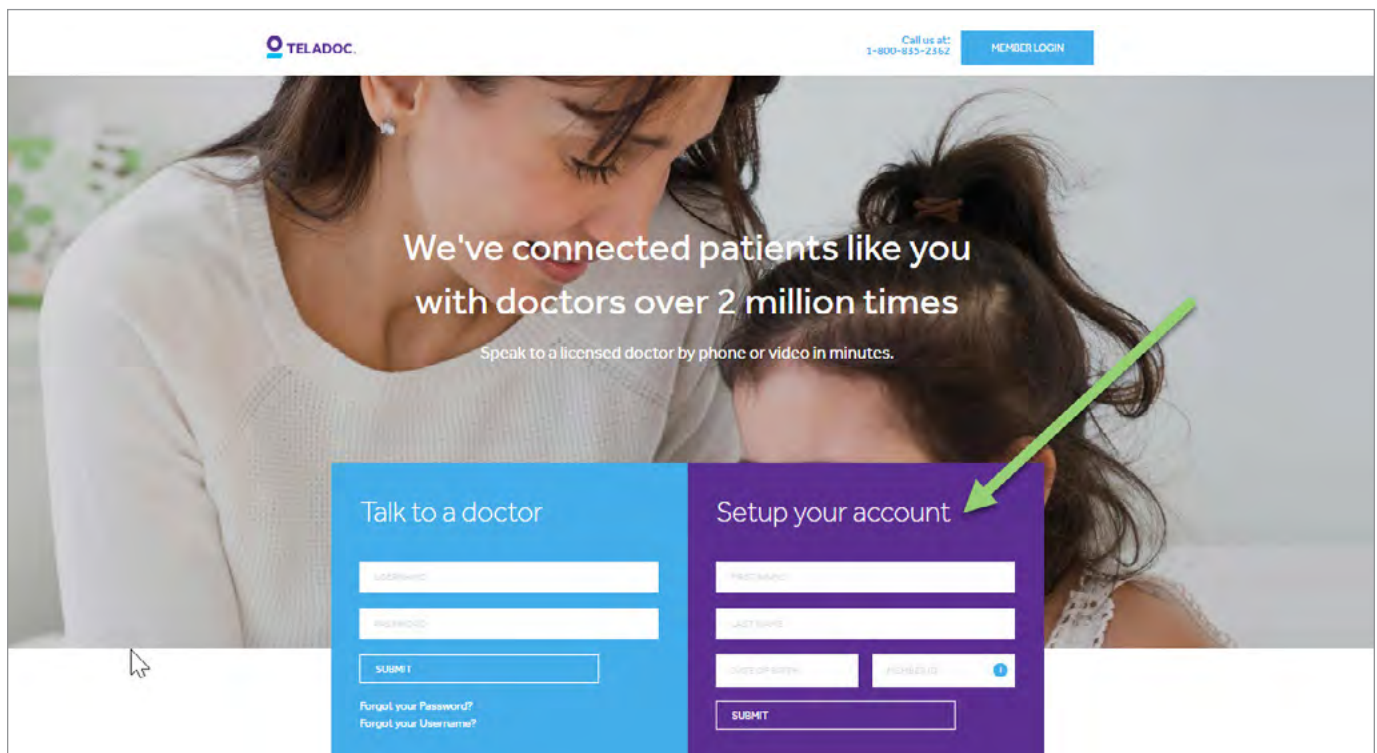
It's quick and easy to set up your Teladoc® account, but be sure to follow the registration directions below so that your claims will be processed correctly!

We suggest registering for Teladoc right now. It takes less than 10 minutes and saves vital time when you're not feeling well and need to talk to a doctor. Ready to get started?

How to Register Online at Teladoc.com/GuideStone — the Easiest Way to Register

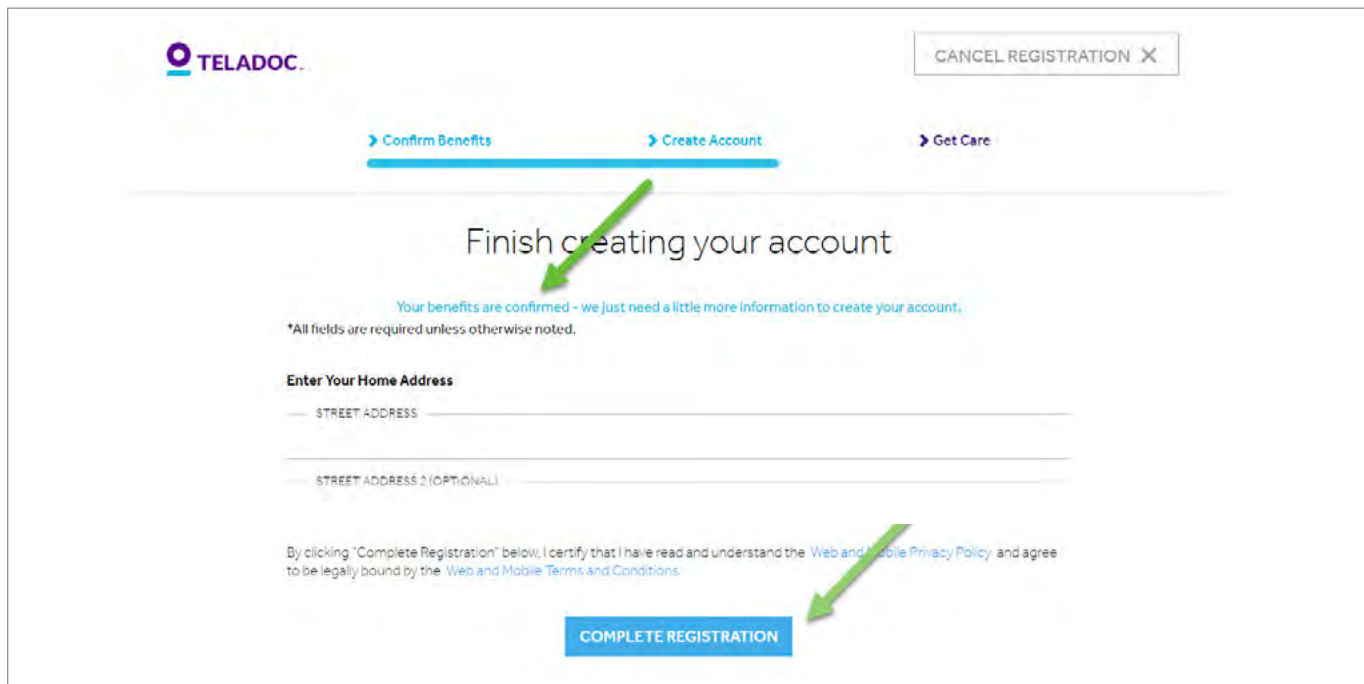
NOTE: Please see the next section if you are registering through *Teladoc.com*.

- 1 Have your GuideStone® medical plan ID card available when you visit Teladoc.com/GuideStone and choose “Set up your account”.
- 2 Provide the following information:
 - First and last name
 - Date of birth
 - Member ID (Located on the back of your GuideStone medical plan ID card. Be sure to include all the letters and numbers.)



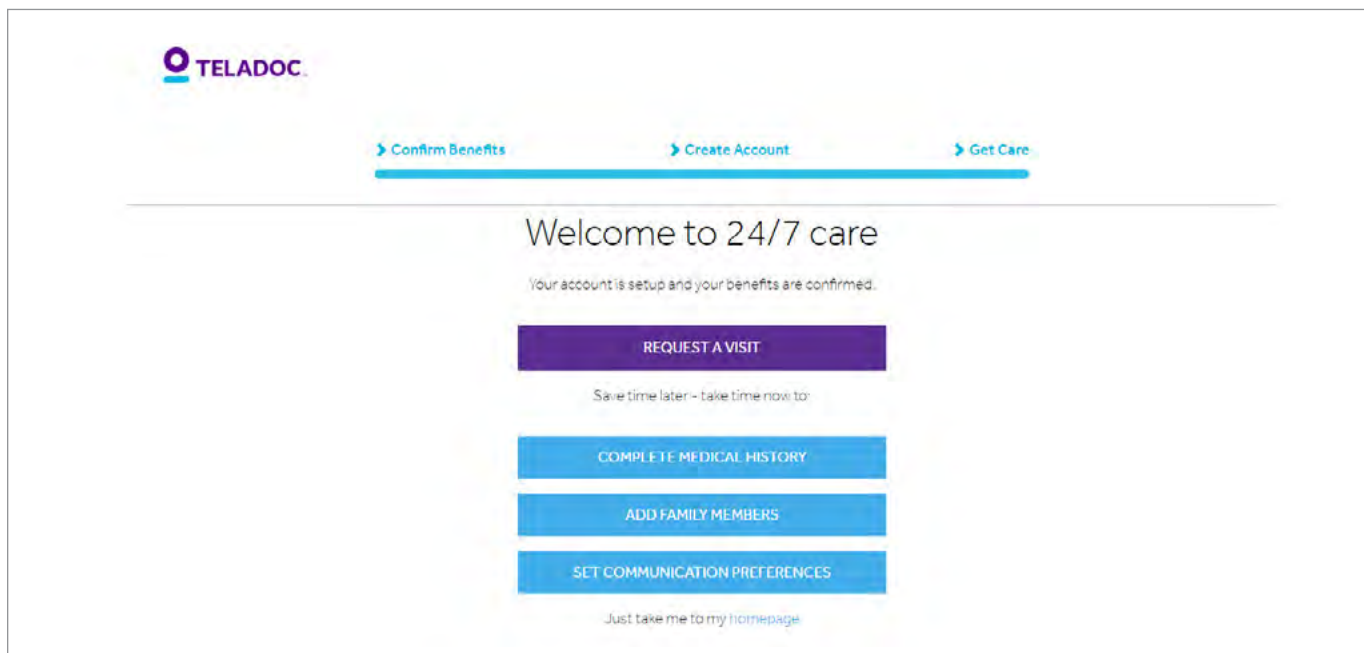
The screenshot shows the Teladoc website interface. At the top, there is a navigation bar with the Teladoc logo, a phone number (1-800-833-2362), and a 'MEMBER LOGIN' button. Below the navigation bar is a large banner image of a woman and a child. Overlaid on the banner is the text: 'We've connected patients like you with doctors over 2 million times' and 'Speak to a licensed doctor by phone or video in minutes.' Below the banner are two main buttons: 'Talk to a doctor' (blue) and 'Setup your account' (purple). The 'Setup your account' button is highlighted with a green arrow. Below the 'Talk to a doctor' button is a form with fields for 'USERNAME' and 'PASSWORD', a 'SUBMIT' button, and links for 'Forgot your Password?' and 'Forgot your Username?'. Below the 'Setup your account' button is a form with fields for 'FIRST NAME', 'LAST NAME', 'DATE OF BIRTH', and 'MEMBER ID', a 'SUBMIT' button, and a link for 'Forgot your Member ID?'.

- 3 Receive a confirmation that your benefits are confirmed.
- 4 Follow the prompts in the confirmation and provide your:
 - Contact information
 - Username, password and security questions
- 5 Click “Complete Registration” and you’re finished!



The screenshot shows the Teladoc registration confirmation page. At the top left is the Teladoc logo. At the top right is a button labeled "CANCEL REGISTRATION" with a close icon. Below the logo is a progress bar with three steps: "Confirm Benefits" (active), "Create Account" (current step), and "Get Care". The main heading is "Finish creating your account". Below this is a message: "Your benefits are confirmed - we just need a little more information to create your account." followed by a note: "*All fields are required unless otherwise noted." The section is titled "Enter Your Home Address" and contains two input fields: "STREET ADDRESS" and "STREET ADDRESS 2 (OPTIONAL)". Below the fields is a paragraph of legal text: "By clicking 'Complete Registration' below, I certify that I have read and understand the [Web and Mobile Privacy Policy](#) and agree to be legally bound by the [Web and Mobile Terms and Conditions](#)." At the bottom center is a large blue button labeled "COMPLETE REGISTRATION". Two green arrows point to the "COMPLETE REGISTRATION" button and the "Create Account" step in the progress bar.

Congratulations, your registration is now complete.



The screenshot shows the Teladoc welcome page after registration. At the top left is the Teladoc logo. At the top right is a button labeled "CANCEL REGISTRATION" with a close icon. Below the logo is a progress bar with three steps: "Confirm Benefits", "Create Account" (active), and "Get Care". The main heading is "Welcome to 24/7 care". Below this is a message: "Your account is setup and your benefits are confirmed." Below the message are four buttons: "REQUEST A VISIT" (purple), "COMPLETE MEDICAL HISTORY" (blue), "ADD FAMILY MEMBERS" (blue), and "SET COMMUNICATION PREFERENCES" (blue). At the bottom is a link: "Just take me to my homepage".

You are now ready to request a consult!

Time-saving suggestion: Complete your medical history, add additional family members and set up communication preferences now to avoid delays when scheduling a consult.

How to Register Online at *Teladoc.com*

- 1 Visit [Teladoc.com](https://teladoc.com) and select “Log in/Register”.
- 2 Have your GuideStone medical plan ID card available and choose “Get Started”.
- 3 Provide the following information:
 - First and last name
 - Date of birth
 - ZIP code
 - Email
 - Preferred language
 - Gender
- 4 Tell them your plan details. It is imperative that you select “Highmark” from the drop-down menu. If this is not correct, your telehealth claims will not be processed correctly and you will be charged a consult fee.
- 5 Provide your Member ID, which is on the back of your GuideStone medical plan ID card. Be sure to include all the letters and numbers.
- 6 Select your Highmark plan code 363/865 from the drop-down menu.
- 7 Review your information and create your username and password.

How to Register by Phone

- 1 Have your GuideStone medical plan ID card available when you call 1-800-Teladoc (1-800-835-2362).
- 2 Tell the representative you are in a Highmark Blue Cross Blue Shield (BCBS) health plan.
- 3 Provide the agent with your Member ID (located on the back of your GuideStone medical plan ID card), including the letters and numbers.
- 4 Give the agent your first and last name and date of birth.

Talk to a doctor anytime

Visit [Teladoc.com/GuideStone](https://teladoc.com/GuideStone) | Download the app