



## Here's what you need to register for telemedicine

When you register, you'll be asked for:

- ▶ your name
- ▶ date of birth
- ▶ address
- ▶ phone number(s)
- ▶ Excellus BCBS membership ID Number
- ▶ a unique username and password
- ▶ the answer to a security question of your choice



You can register online  
**ExcellusBCBS.com/  
Telemedicine**

If registering on-line,  
e-mail confirmation is required.



or call  
**1-866-692-5045**

You also can register other members  
of your family who are covered under  
your Excellus BCBS plan.

You'll also need the name, address, fax number  
and phone number of your primary care provider  
and/or pediatrician.

# Follow These Steps to Add Dependents to your Telemedicine Account

As the primary member, you will need to add your eligible dependents once you have logged into your account.

**Each dependent must have their own account before they schedule a consultation.**

1. Once in the portal, click on your name in the upper right corner of the home page.
2. Click Add New Dependent from the drop down menu that appears.
3. Enter the following information:
  - ▶ Username of your choice
  - ▶ First Name
  - ▶ Last Name
  - ▶ Email address
  - ▶ Address, City, State, Zip
  - ▶ Time Zone
  - ▶ Country
  - ▶ Home Phone number
  - ▶ Cell
  - ▶ Date of Birth
  - ▶ Gender
  - ▶ Member ID (dependent's ID including the alpha prefix)
  - ▶ Relationship
  - ▶ Security Question
  - ▶ Security Question Answer
4. Click the Add Family Member button when the form is complete. An email will be sent to the dependent for verification
5. The registration link on the email should be clicked to verify the member.
6. Once this is done, the new member/dependent can create an account password.
7. Click Create Account to complete the registration. The dependent's account can be logged in to separately or via the primary user's account.