

Teladoc Registration & Troubleshooting FAQ

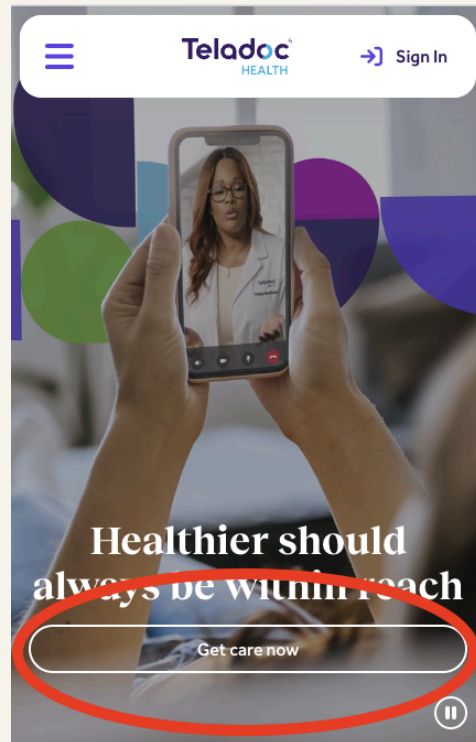
Registration

How do I register?

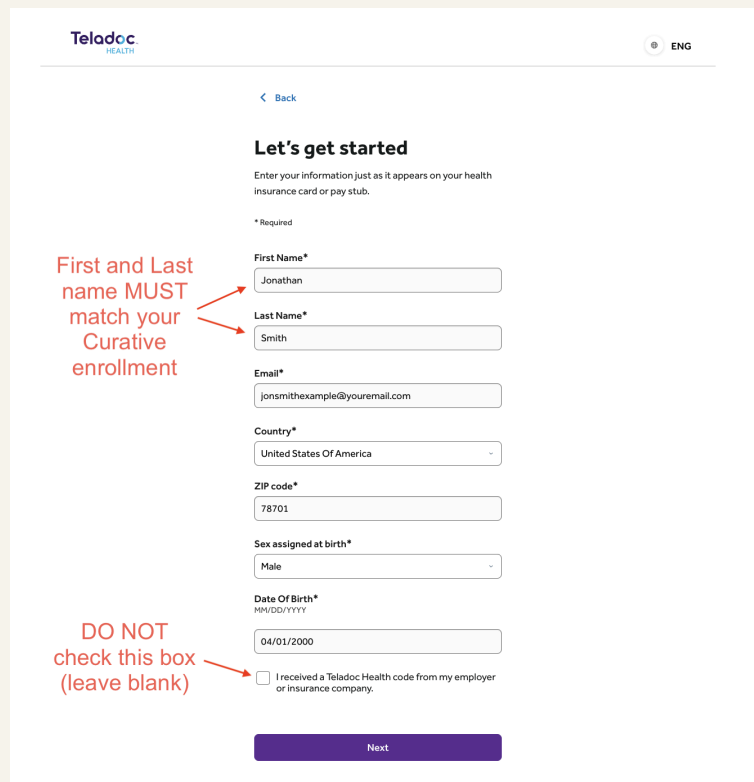
1. Members who reside outside of Texas visit: <https://www.teladochealth.com/>.
2. On the web or desktop, click 'Register now.'
On smaller screens and mobile devices, click 'Get Care now.'



3. You will be prompted to register. Teladoc checks your registration against Curative information to confirm your eligibility. A few **IMPORTANT** things:
 - A. Your First Name and Last Name **MUST** match your enrollment with Curative exactly. For example, if you enrolled as "Jonathan," registering as "Jon" will not work.
 - B. **DO NOT** click the "I have a code checkbox." It does not apply to Curative.



4. If all goes well, your eligibility should be found without issue, and you should see the “match” screen. You should never have to select Curative from a list of insurers – if there is a match, Teladoc will show it. Some members who have had Teladoc coverages under a previous or concurrent carrier may see an additional match. Select Curative.



Teladoc HEALTH ENG

[< Back](#)

Let's get started

Enter your information just as it appears on your health insurance card or pay stub.

* Required

First Name*
Jonathan

Last Name*
Smith

Email*
jonsmithexample@youremail.com

Country*
United States Of America

ZIP code*
78701

Sex assigned at birth*
Male

Date Of Birth*
MM/DD/YYYY
04/01/2000

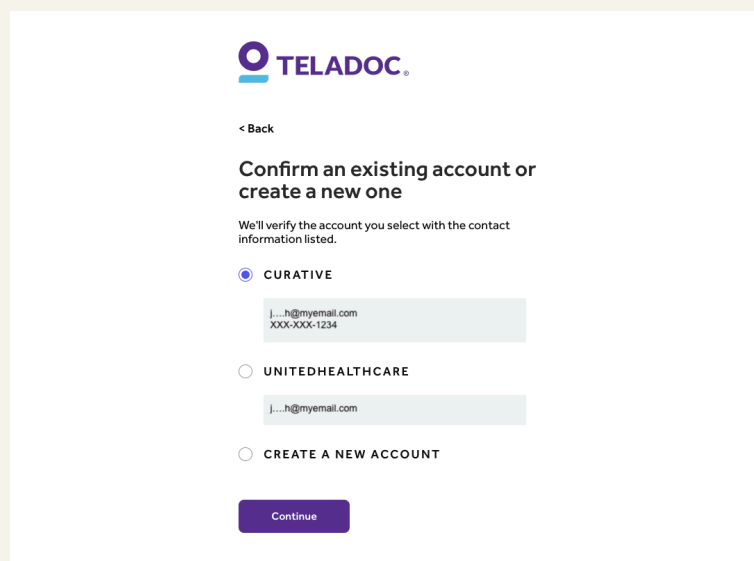
☐ I received a Teladoc Health code from my employer or insurance company.

[Next](#)

First and Last name MUST match your Curative enrollment

DO NOT check this box (leave blank)

5. Once 'Curative' appears on the screen, you can proceed with registration and complete the health history enrollment as usual.



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[< Back](#)

Confirm an existing account or create a new one

We'll verify the account you select with the contact information listed.

☒ **CURATIVE**

j...h@myemail.com
XXX-XXX-1234

☐ **UNITEDHEALTHCARE**

j...h@myemail.com

☐ **CREATE A NEW ACCOUNT**

[Continue](#)

Frequently Asked Questions

→ I'm not seeing a "match" and am prompted to register without insurance.

1. Be sure that your first and last name match what you used to enroll in Curative. For example, "Jonathan," not "Jon."
2. If you urgently need to register for Teladoc care and your eligibility cannot be found, call member services at 855-428-7284 to authorize the use of the [Zero Card](#). You'll be able to register without insurance and use the Zero Card to cash pay for your care, allowing for a \$0 out-of-pocket cost for your Teladoc services.

→ I'm an adult dependent/spouse. Do I need to create my own account?

Yes. If you are 18 or older and not the plan subscriber, you will need to register separately for Teladoc. Ensure the plan subscriber's phone or email is on hand to complete the process.

→ When is my Teladoc eligibility information updated?

Curative submits eligibility files to Teladoc the Monday after your enrollment date, and your information should appear in Teladoc's system by that Friday.

→ Who can I contact if I still need help?

If you need further assistance with your Teladoc registration, please contact our member services team at 855-428-7284 or health@curative.com.