How to schedule an appointment using Teladoc

Making an appointment

Making an appointment is easy. Just follow the steps for the type of virtual care you are seeking. *Note*: You may need to provide your credit or debit card information when setting up your account, even if your plan has \$0 copay for visits.

Step 1: Select the type of care you need.

Step 2: Select the patient seeking care. You can also add a dependent if none appears. Step 3: Choose the location you will

be assigned based on your location.

be located during your scheduled appointment. *Note*: Your provider will

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Independence Administrators

Step 4: Prior to this step, you may be asked a few questions about your medical history. If not, you'll receive an estimated wait time based on the time you select for your appointment, where you can also select the preferred format of your appointment (video call or phone call).

Step 5: Review the information for your visit before confirming your appointment. Once confirmed, you'll be notified via text or email of your upcoming appointment. **Note:** If you're scheduling a Mental Health visit, you may be asked to provide your credit card information. If you don't show for your appointment, your credit card will be charged up to \$50. This up to \$50 no show fee only applies for Mental Health visits.

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Step 6: You'll receive an appointment confirmation by email or text.



Step 7: You can see or cancel your upcoming appointments in your Teladoc account home screen.



