DOCTOR ON DEMAND

How to Register

A simple step-by-step guide for Wellmark members

Educational Resource Only

This guide is intended to help members navigate account registration. It is not an official plan document or a guarantee of benefits. Registration screens may change. Your eligibility, coverage and cost-sharing are determined by your health plan.

Before You Begin

- Have your Wellmark Blue Cross and Blue Shield member ID card available.
- Use an email address you can access at all times. A personal email address may work better than a work email that has firewall or security restrictions.
- Create a password that is easy for you to remember but difficult for others to guess.

Registration Steps

1. Access Doctor On Demand

Download the Doctor On Demand app or visit DoctorOnDemand.com/Wellmark.

2. Create Your Account

Enter your email address and create a secure password. Use an email account you expect to keep and can access outside of work.

3. Select Your Pronoun Preference

You may select the pronouns you would like the care team to use. If you do not want to provide pronouns, select “Prefer not to say” to continue.

4. Answer the Employer Question Carefully

The employer question is asking whether your employer has a direct arrangement with Doctor On Demand outside of your regular medical insurance. If you access Doctor On Demand through your employer-sponsored Wellmark health plan, select “Try Health Insurance” below the Next button.

5. Add Your Health Insurance

Search for and select “Wellmark Blue Cross and Blue Shield” as your insurance carrier.

6. Enter Your Member Information

Enter the full Member ID shown on your Wellmark ID card. Include the three-character prefix. If the screen asks for a group number, enter the five-digit group number shown on the card.

7. Review Your Options

After your insurance information is added, the platform should display the services and coverage information available to you. Review any estimated cost before scheduling a visit, since benefits and cost-sharing vary by plan.

8. Choose a Provider When You Need Care

Select the next available provider or choose an appointment time that works for your schedule.

Helpful Tips

- Register before you need care so your account is ready when you are not feeling well.
- Enter your name and Member ID exactly as they appear on your Wellmark ID card.
- If the system does not recognize your information, recheck the three-character prefix and any requested group number.
- Coverage can vary. Check your plan information or contact Wellmark using the customer service number on your ID card if you have benefit questions.

Doctor On Demand Support	Wellmark Benefit Questions
800-997-6196	Call the customer service number on the back of your Wellmark ID card.

Visit DoctorOnDemand.com/Wellmark