



Member Registration Guide

2024



What this guide covers:

- New member registration experience
- Adding benefit to an existing member account desktop experience

Step 1.

Create an account - all members 18+ must create and use their own account

- Navigate to:
<https://www.doctorondemand.com/bcbsmn> and click on 'Register' in the upper right hand corner OR download Doctor On Demand from Google Play or App Store
- Enter your email address (one user per email), date of birth, password and check box to agree to membership terms
- Click on 'Create Account'

For members of  MN

 on demand
by Included Health

Sign in **Register**

You've asked for more mental healthcare support, and we're here for you.
More therapy and psychiatry appointments are available within a few days.
Register to get started.



Get cold and flu care from the

Join Doctor On Demand®

Get access to medical and mental health experts 24 hours a day, 365 days a year.

EMAIL	example@gmail.com	
DATE OF BIRTH	mm/dd/yyyy	
PASSWORD	*****	
☐ I agree to Doctor On Demand's Membership Terms		

Create Account

Already a member? [Sign in](#)

Step 2.

Complete 'Basic Info' section

- Enter your information as on file with your health plan. Please do not use nicknames
- Enter first name
- Middle name is optional*
- Enter last name
- Enter phone number
- Enter gender
- Click on 'Continue'

Basic Info

Health Insurance

Coverage

Set Up Your Profile

Let's get started with some basic information

First Name

Middle Name (optional)

Last Name

Phone Number

(555) 555-5555

Type

Mobile

☐ Male

☐ Female

☐ Other

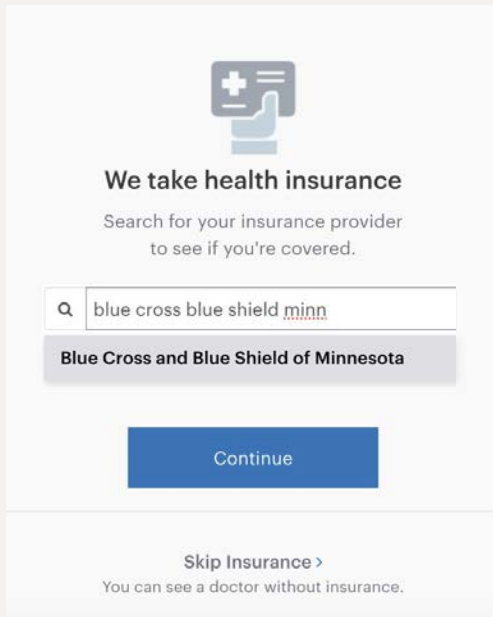
By providing your mobile number, you give us permission to contact you via text. [View Terms](#)

Continue

Step 3.

Health Insurance Section

- When prompted to enter health insurance - search "**Blue Cross and Blue Shield of Minnesota**" or even just "**Minnesota**"
- Select **Blue Cross and Blue Shield of Minnesota** plan



The screenshot shows a mobile app interface for selecting health insurance. At the top is a logo of a hand holding a medical cross. Below it, the heading "We take health insurance" is followed by the instruction "Search for your insurance provider to see if you're covered." A search bar contains the text "blue cross blue shield minn" with a red underline under "minn". Below the search bar, a grey button labeled "Blue Cross and Blue Shield of Minnesota" is highlighted. At the bottom is a blue "Continue" button. Below the main content area, there is a link "Skip Insurance >" with the text "You can see a doctor without insurance." below it.

We take health insurance

Search for your insurance provider to see if you're covered.

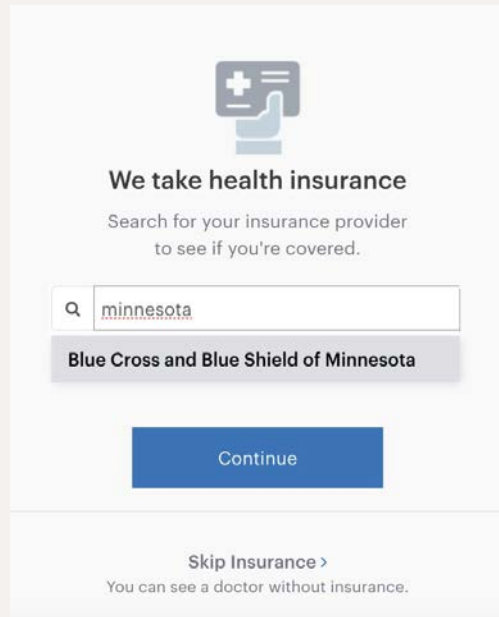
Q blue cross blue shield minn

Blue Cross and Blue Shield of Minnesota

Continue

Skip Insurance >

You can see a doctor without insurance.



This screenshot is identical to the previous one, but the search bar contains the text "minnesota" with a red underline under "minnesota". The grey button labeled "Blue Cross and Blue Shield of Minnesota" remains highlighted.

We take health insurance

Search for your insurance provider to see if you're covered.

Q minnesota

Blue Cross and Blue Shield of Minnesota

Continue

Skip Insurance >

You can see a doctor without insurance.

Step 4.

Complete 'Health Insurance' section

- Enter Member ID and Group ID
Select Submit

Blue Cross and Blue Shield of Minnesota

To determine your coverage and cost, please
enter the information below.

Note: These fields are case sensitive.
If you don't have a group ID, enter "N/A"

Member ID

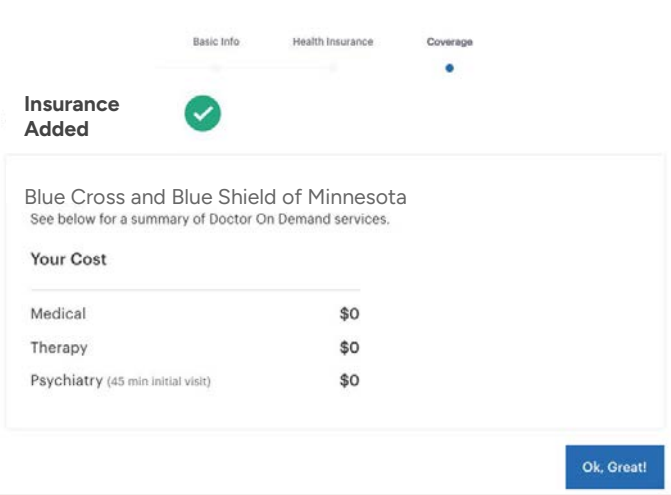
Group ID

Submit

[Skip For Now >](#)

Set Up Complete

- After adding **Blue Cross and Blue Shield of Minnesota** as your insurance, you are now all set with your Doctor On Demand by Included Health account
- You will now be able to see your copay information according to your plan



The screenshot shows a three-step progress bar at the top: 'Basic Info', 'Health Insurance', and 'Coverage'. The 'Coverage' step is the active one, indicated by a blue dot. Below the progress bar, the text 'Insurance Added' is followed by a green checkmark icon. A box contains the text 'Blue Cross and Blue Shield of Minnesota' and 'See below for a summary of Doctor On Demand services.' Below this, a section titled 'Your Cost' contains a table with three rows: 'Medical', 'Therapy', and 'Psychiatry (45 min initial visit)', each with a corresponding '\$0' value.

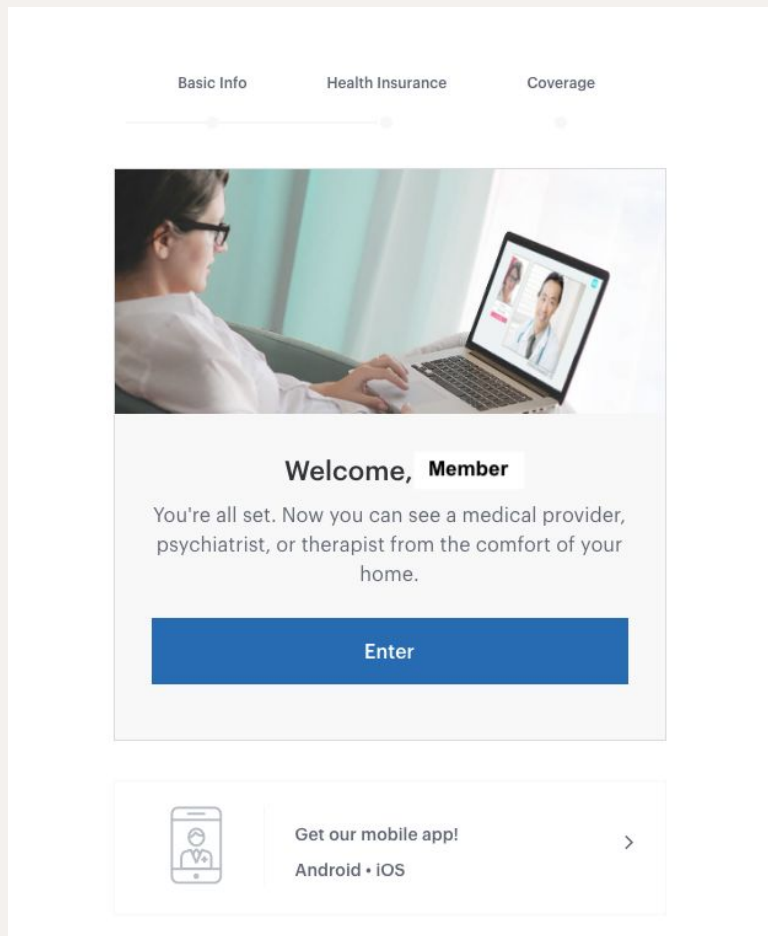
Your Cost	
Medical	\$0
Therapy	\$0
Psychiatry (45 min initial visit)	\$0

Ok, Great!

All set!

Welcome to your account

- Enter your account and elect an action to take!



Adding BCBSMN to Existing Member Account

Adding Benefit to Existing Member Account

Q: Can a user add their benefit after initial Registration?

A: Yes, we've got you covered!

Slides 14-19 will walk you through how to add your benefit to an existing account.

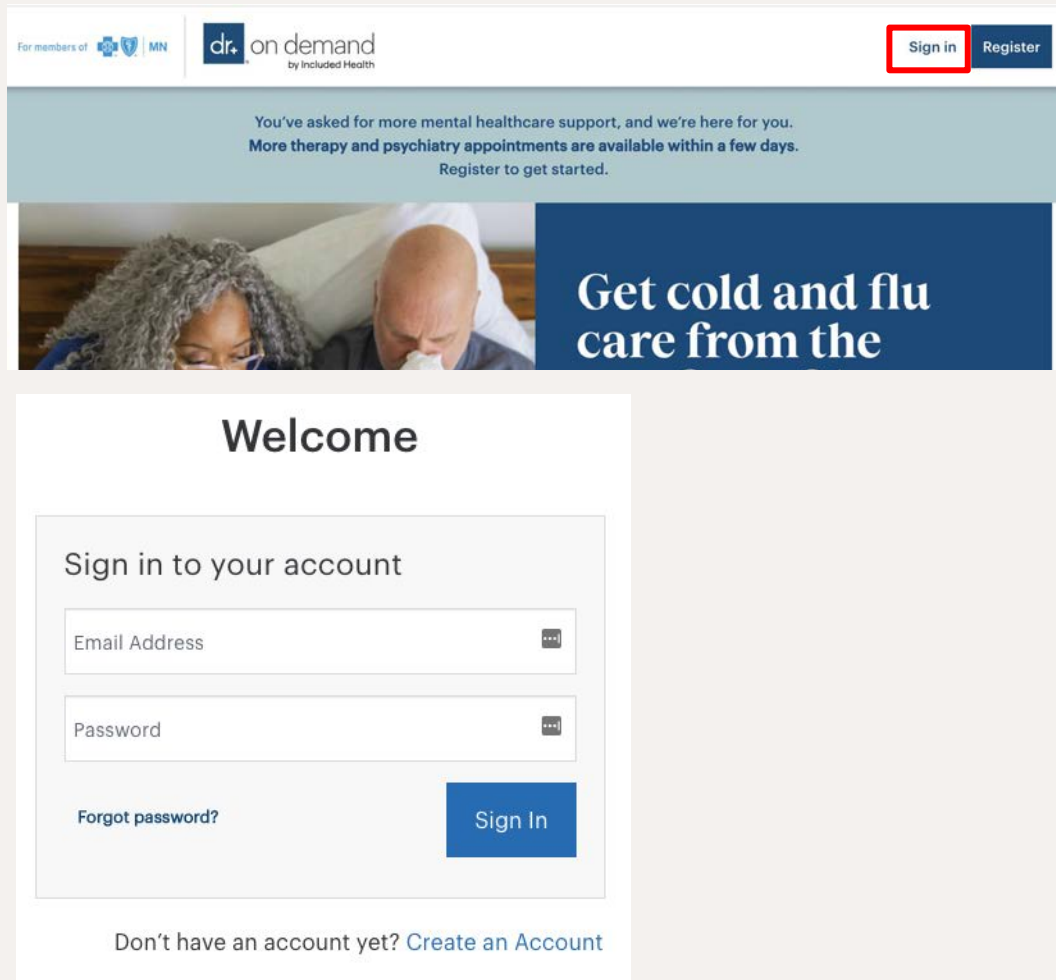
This will take a couple minutes!

Step 1.

Visit

<https://doctorondemand.com/microsite/bcbsmn/>

- Click the “sign in” button on the top right hand corner of the landing page
- Enter your email and password to log into your Doctor On Demand by Included Health account



For members of  MN

dr. on demand
by Included Health

Sign in Register

You've asked for more mental healthcare support, and we're here for you.
More therapy and psychiatry appointments are available within a few days.
Register to get started.

Get cold and flu
care from the

Welcome

Sign in to your account

Email Address

Password

Forgot password?

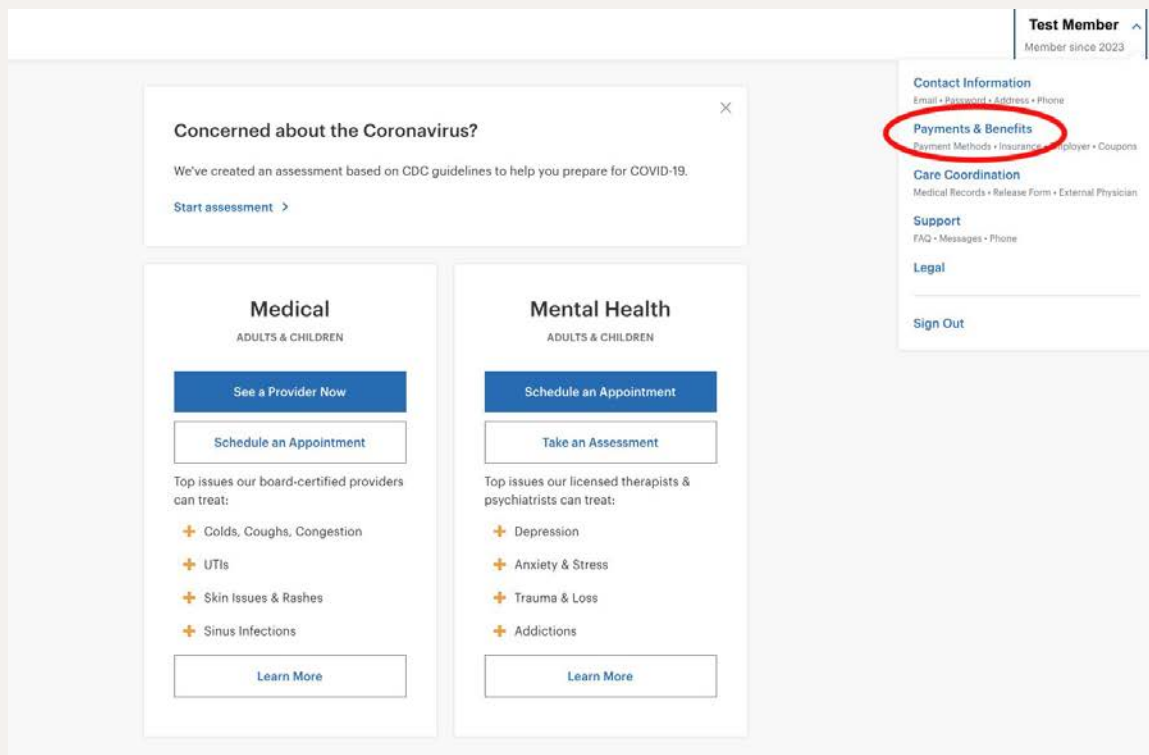
Sign In

Don't have an account yet? [Create an Account](#)

Step 2.

You are now logged in and should see your home screen

- Click your name in the top right hand corner of your home screen to see the drop down menu options
- Select payments and benefits from the drop down menu



Step 3.

Payment & Benefits

- To add your insurance - click the 'add insurance' button and search for **Blue Cross and Blue Shield of Minnesota** and select it

Payment & Benefits

This is where you can manage how you want to pay for Doctor On Demand visits. Insurance and Employer coverage are not required.



Payment Methods

Add



Health Insurance

NAME

Test Member

[Add Insurance](#)



Employer • Organization

Add

Warning: Trying to add your employer will remove the insurance benefit applied to this account.

Step 4.

Select Insurance and add benefit details - Blue Cross and Blue Shield of Minnesota

- Search for your insurance provider in the search bar
- Choose your insurance company when it pops up and click 'Continue' (Blue Cross and Blue Shield of Minnesota)
- Enter your Member ID and Group Number from your insurance card and click 'Submit'

We take health insurance

Search for your insurance provider to see if you're covered.

Q blue cross and blue shield of minnesota

[Blue Cross and Blue Shield of Minnesota](#)

Continue

Add insurance information



To determine your coverage and cost, please enter the information below.

If your Insurance ID has a 3 letter Alpha Prefix, please include.

Member ID

Group ID

Submit

Insurance accepted 

Blue Cross and Blue Shield of Minnesota

Your health insurance plan covers Doctor On Demand.

Your Cost

Medical	\$0
Therapy	\$0
Psychiatry (45 min initial visit)	\$0

Ok, Great!

Step 5.

Completed 'Coverage' section

- Confirmation of costs for service may vary based upon your specific insurance plan.
- When you go back to your home screen you should now see your insurance coverage.

The screenshot shows a three-step progress bar at the top: 'Basic Info' (completed), 'Health Insurance' (completed), and 'Coverage' (active). Below the progress bar, the text 'Insurance Added' is followed by a green checkmark icon. A large light gray box contains the following information:

Blue Cross and Blue Shield of Minnesota
See below for a summary of Doctor On Demand services.

Your Cost

Medical	\$0
Therapy	\$0
Psychiatry (45 min initial visit)	\$0

At the bottom right of the screen is a blue button with the text 'Ok, Great!'.

Thank You!

Need further help? Support is available 24/7/365 to assist with registration and account assistance.

Contact us:

- Phone: 1-800-997-6196
- Email: support@doctorondemand.com
- In-app secure message

