

[Home \(/content/wny.html\)](#) > [Member Services \(/content/wny/member-services.html\)](#) > [Benefits \(/content/wny/member-services/benefits.html\)](#) > [Telem](#)

How to Register and Set Up a Visit

Sign up now with these simple steps so you're ready when you need it.

Step-by-step process

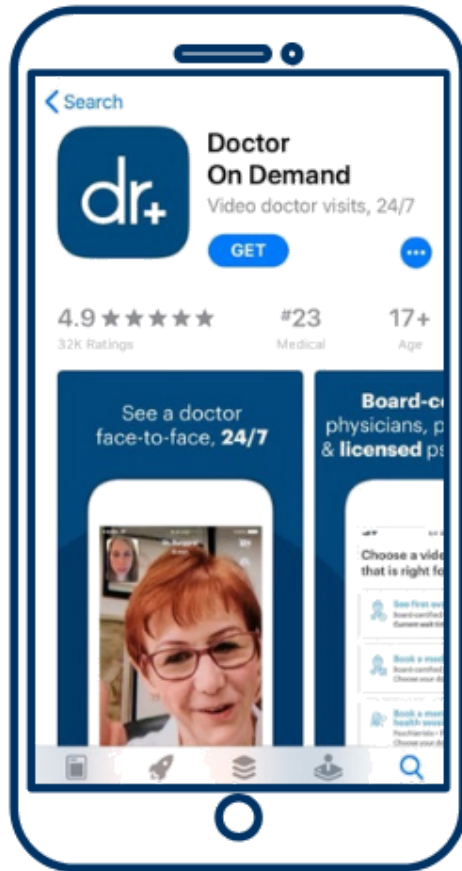
Make sure you have your insurance information on hand during registration.

①

Search "**Doctor On Demand**" on the app store to download the app

②

Add your insurance coverage by searching "**BlueCross BlueShield of Western New York**"



③

Enter your Member and Group IDs

For your Member ID, please type:

1. the three letters
2. the nine-digit number
3. the two numbers that appear just before your name

Example: YJP9999999901

④

See a Medical Doctor Now or Book an Appointment

Subscriber: **01 John Q. Public**
ID: **YJP 999999999**

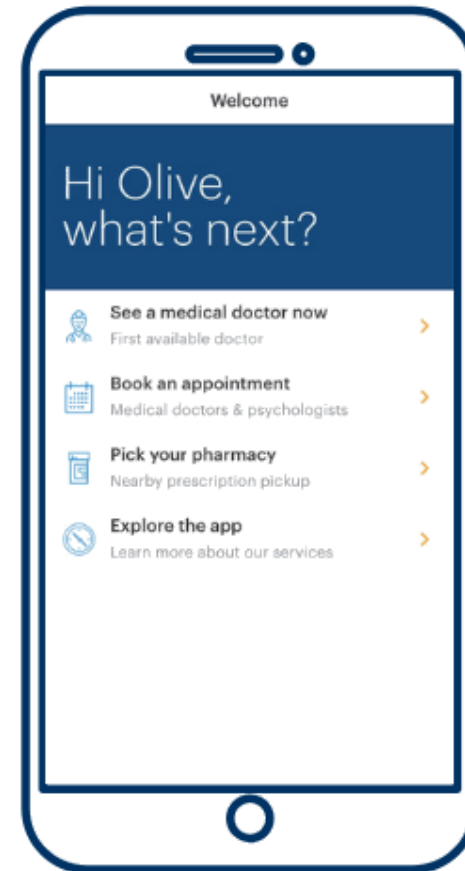
Members:
02 Jane Public
04 James Public

Group#: **99999999**
RX Group#: **HNRXS**
RX Bin: **610014**

POS 205
PCP/Specialist copay \$20/\$20
RX copay \$5/\$30/\$50

No Referral

Numbered callouts: 1 points to Members, 2 points to ID, 3 points to Subscriber.



Download the app here today!



(<https://apps.apple.com/us/app/doctor-on-demand/id591981144>)



(https://play.google.com/store/apps/details?id=com.doctorondemand.android.patient&hl=en_US)

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If you are experiencing a **medical emergency**, call **911** or go to your nearest emergency room.

The Blue Cross®, Blue Shield®, and Cross and Shield Symbols are registered service marks of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans. Doctor On Demand® is a separate company that provides telemedicine services to BlueCross BlueShield of Western New York members.



(<https://doctorondemand.force.com/FAQs/s/>)

What is telemedicine?

Learn More (</content/wny/member-services/benefits/telemedicine/information.html>)

Is telemedicine right for me?

Find Out Here (</content/wny/member-services/benefits/telemedicine/steps.html>)

Looking for something else?

Help Center (</content/wny/member-services/benefits/telemedicine/help-center.html>)

Doctor On Demand support





[1-800-997-6196](tel:18009976196) (tel:18009976196%20) (TTY 711)



support@doctorondemand.com (mailto:support@drondemand.com)

Please note: Children under the age of 18 cannot create an account, a parent or guardian would create the account and select "My Child" or "Someone Else" as the individual receiving the consultation. The parent/guardian and child would attend the consultation together.

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