Care on Demand: Telehealth
How to access virtual doctor visits

You don't have to leave the house to see a doctor. Your Regence health plan includes care-on-demand telehealth, which gives you access to virtual doctor visits from the comfort of home—24 hours a day, 7 days a week, 365 days a year.

Why telehealth

With today's unprecedented demand on doctors, hospitals and urgent care facilities, telehealth virtual visits are a convenient, affordable alternative for routine care. Telehealth doctors can treat common health conditions—from pink eye, rashes and ear infections to anxiety and depression. They can even send a prescription to your local pharmacy. Plus, getting care from home helps minimize the spread of infection. Telehealth doctors can't treat COVID-19 but can help assess symptoms.

We're also partnering with providers to expand your access to virtual visits with doctors you'd normally see in-person. Reach out to your doctors to find out what virtual options they offer.

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Get started

If you haven't already registered on regence.com, follow these simple steps. If you're already registered, please sign in and skip ahead to step 8.

1. Register from the regence.com homepage by selecting Sign in or Register now.
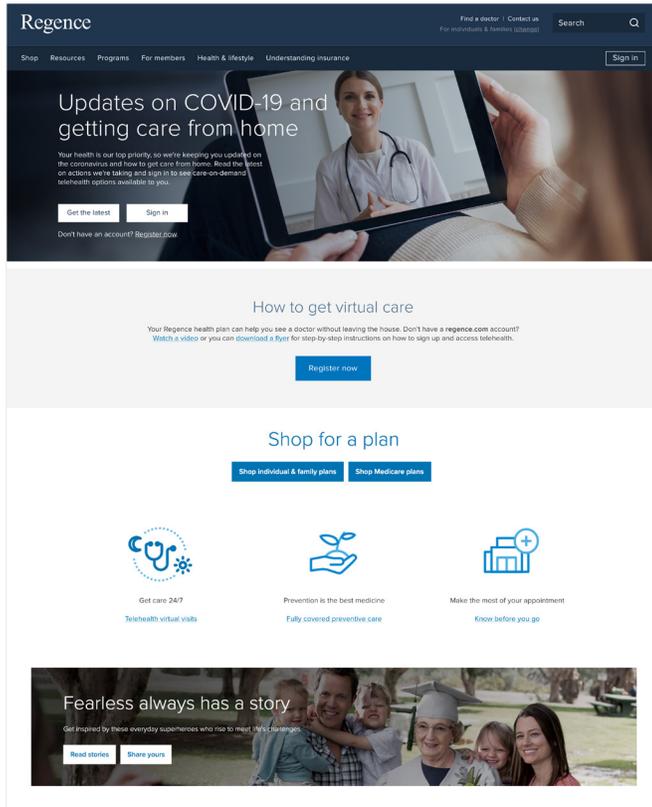
2. Grab your member ID card.
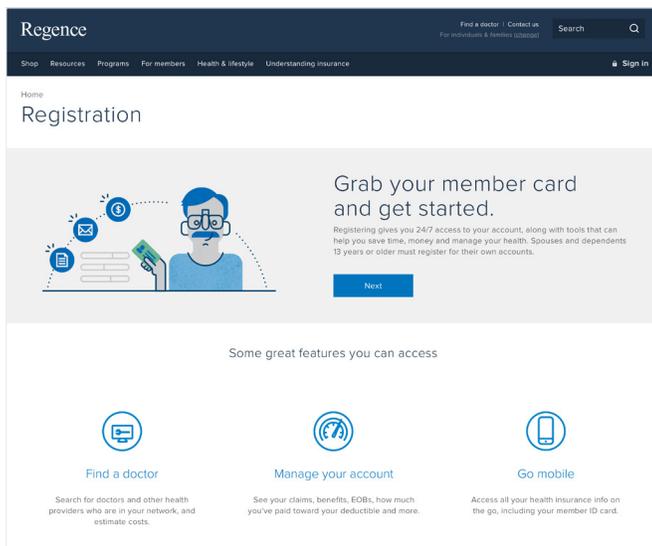
3. Enter your member info, including:
- Last name
- Date of birth
- Last 4 digits of member ID number
- Last 4 digits of group number
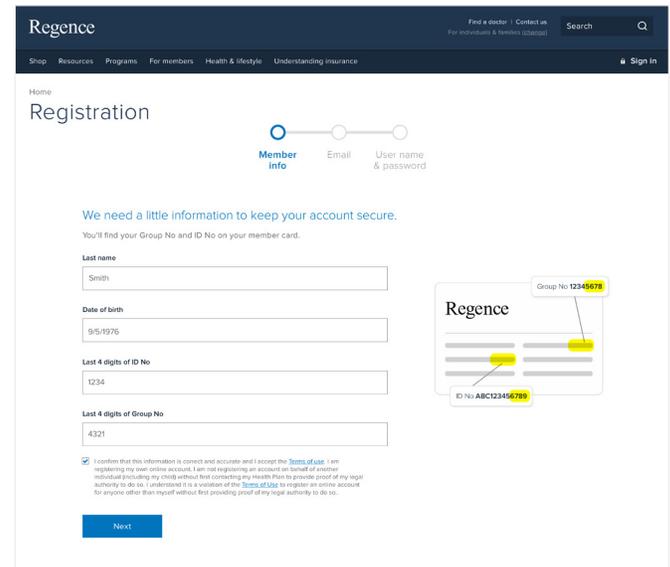
4. Enter your email address.
Note: If the email is already on file and associated with an online account, you'll have the option to continue with this address or enter a different one.
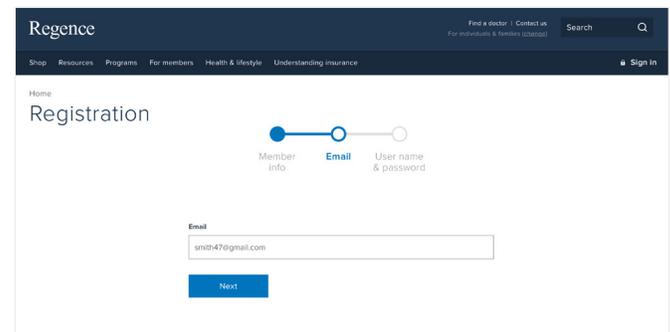
5. Create your username and password.
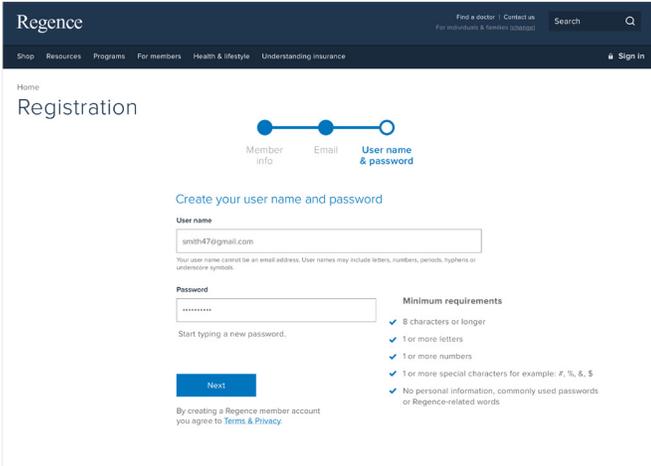
6. For security purposes, you'll receive an email with an activation code. Enter it to complete your registration.
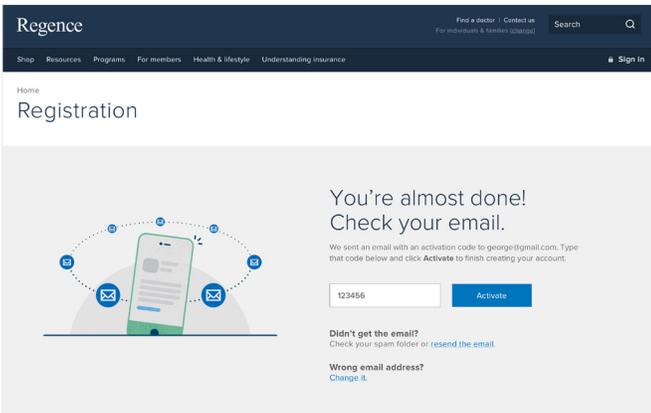
7. Now that your account is active, you can sign in.
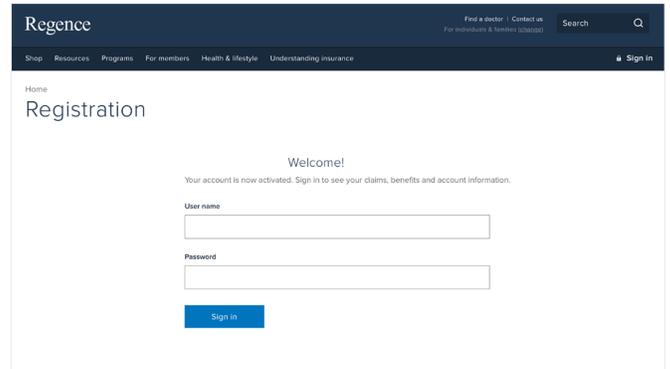
8. You'll be directed to your personalized Member Dashboard with this alert.
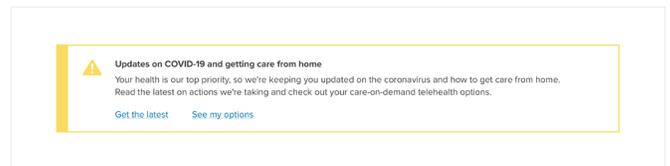
9. Click through to your telehealth provider's website where you can activate your account. You're encouraged to do it now, so you're all set when you need to access care.

10. Get started. Anytime you need a virtual visit, just sign in to regence.com. From your Member Dashboard, you can go straight to your telehealth provider and request a visit.

With a telehealth virtual visit, you can skip the waiting room, avoid germs and see a doctor when it's convenient for you. Grab your member ID card and sign up now.

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Regence complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-344-6347 (TTY: 711).
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